



City Manager's Monthly Report

September 2005

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*City Manager's
Monthly Report
September 2005*

City Clerk

Mission – The mission of the Office of the City Clerk is to provide our community with multiple support services and awareness of the democratic government process.

	<u>Mo.</u> Sept 05	<u>Mo.</u> Sept 04	<u>YTD</u> FY 05-06	<u>YTD</u> FY 04-05	<u>RECORDS MANAGEMENT</u> Records Analyst II attended ARMA International's 50 th Annual Conference in Chicago. A full report of what was learned is available in Clerk's Office. Highlights of latest records management (RM) info: <i><u>Records Management is a necessary component of all business activities</u></i> and records practices need to be proactive instead of reactive. Keeping records too long is dangerous and expensive. In order to create and implement an effective RM Program, ITS, Legal Services and Directors need to keep an open line of communication with Records Managers regarding business practices and how it may affect records. Proper software needs to be put in place to properly manage electronic records, as well as paper records.
Ordinances	2	7	10	3	
Resolutions	3	4	8	2	
Processed Council Actions	22	29	76	38	
Regular Council Meetings	2	2	4	2	
Special Council Meetings	1	2	1	1	
Council Worksessions	1	2	1	0	
Annexations Processed	1	0	1	2	
Permanent Liquor License	0	1	1	2	
Special Events Liquor License	0	1	1	0	
Records Requests	26	22	110	46	
Total Copies (Mail/Copy Center)	168,287	219,484	182,401	205,741	

Email has become a primary target in litigation. As technology continues to grow at a very fast pace, E-Records (or anything created electronically / computer) need to be properly managed as official records or non-official records. It becomes costly and burdensome to go through the huge amount of data that has not been properly managed and controlled. Planning and implementing a process is far less expensive than waiting for litigation.

"Everything" on the Web needs to be assessed for Records Management purposes and compliance of records laws. Some of the facts presented stated that the Web adds 7 million pgs daily, the average life span of a Web pg is 44 days, 44% of Websites found in 1998 could not be found in 1999. This proves need to archive certain Web pgs/sites so we need to get a handle on our web-based "records" and other documents on our website.

Emerging Technologies. There are far too many emerging technologies to list. One prediction is that Instant Messaging will outstrip e-mail by 2007 -- just like CD's outstripped cassettes and DVD's are outstripping VHS. We need to be ready to move very fast with changing technologies by having the proper knowledge, equipment, expertise on staff and a plan to migrate information as necessary.

Due to the ever-changing field of records, it is crucial for us to keep our knowledge base as up-to-date as possible by attending these types of conferences.

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City Manager

City Manager & Deputy City Manager

PROJECT	DESCRIPTION	STATUS	COUNCIL ACTION
Smoking Ordinance Revision	Staff was asked to revise City smoking ordinance to prohibit smoking in community parks.	Legal researching. Revising ordinance.	Scheduled October 2005 .
Policy on Golf/Acceptance of Gifts	Staff to research City policies and state statutes associated with the acceptance of gifts.	Research completed. Item to be presented to Council in fall as part of HR policy update.	No Council action to date. HR to present updates to policy, November 2005 .
City Youth Commission	Staff to research development of Youth Committee to involve youth in government by serving as their voice to the Council on issues that promote a safe and positive environment for youth.	Staff preparing report to Council outlining options, budget impact, fall 2005.	No Council action to date. Update to Council November 2005 .
Higher Standards for Signs	Mandate professional appearing signs for real estate, pool, and other advertising requirements, e.g. Framed, 3 feet high, minimal riders. Requirement can also be applied to other signs.	Mayor/Council discussing project. Mayor to schedule meeting for review, October 2005.	No Council action to date. Update to Council TBD .
Quality Density	What does "quality" mean? Quiet, private, well maintained, high energy, etc. How do we legislate quality? Mandate porches? Backyard garages?	Community Development preparing visual preference survey for Council work session.	No Council action to date. Staff to prepare a plan on how Council can define "quality" November 2005 .
Business License	Implement business license registration program.	Ordinance adopting program approved June 14, 2004. Funds to administer program requested within 06-07 budget process.	Council approval via FY 06-07 budget process.
Dark Sky Ordinance	Research establishment of dark sky ordinance.	Community Development has prepared draft ordinance. Seeking input from development community.	No Council action to date. Update to Council Nov 2005 .

Period Highlights:

FY2006-07 budget preparation

The Budget Team is documenting the current budget process in order to analyze areas for improvement. The Team is also coordinating the upcoming budget worksessions. The following dates are on the horizon –

- Worksession on compensation, benefits, recruitment & retention – October 17, 2005
- Budget Worksession #1 – October 24, 2005 (growth update/impact on service levels)
- Budget Worksession #2 – October 31, 2005 (financial forecasting, known revenues, fees, etc.)
- Council Advance – November 4 & 5, 2005

Dick Bowers (consultant and former Scottsdale City Manager) facilitated a retreat with all Directors and the Budget Team on September 9. Attendees spent the day discussing ways to better serve the City Council and better communicate with each other.

Strategic Planning

- A draft of the City's Strategic Plan was presented to City Management for feedback.
- Departments completed their FY05-06 Operational Plans. A compilation was presented to City Management to decide which projects need tracking.
- Plans are underway to streamline the reporting of budgeted projects to City Council.

Public Participation Plans (P2) for CIP and City Projects

- Twenty-two (22) plans have been approved to date. The P2 program assists staff with the marketing/communication/public outreach related to the implementation of city projects/programs.

Planning Highlights	Sep '05	Sept '04	YTD 05-06	YTD 04-05
Pre-Application Meetings	18	14	46	52
Planning & Zoning Revenues	\$75,273	\$71,666	\$232,603	\$201,437
Commission Staff Reports	8	19	21	35
Council COACs	11	25	42	41
Administrative Waivers	1	1	3	2
Zoning Text Amendments	0	0	0	3
Use Permits	0	1	3	2
Special Use Permits	1	0	4	0
Site Plans	11	6	22	13
Design Guidelines	0	0	0	0
Miscellaneous	1	4	5	6
Model Home Complexes	2	0	8	0
Maps of Dedication	0	2	0	2
Sign Packages	1	1	1	3
General Plan Amendments	0	1	1	2
Development Agreements	5	1	8	3
Design Reviews	1	1	5	9
Rezoning	0	2	5	7
Final Plats	8	3	22	9
Preliminary Plats	3	7	5	12
Annexations	0	2	0	2
Total Submittals	34	36	92	94

City Center

The revised draft of the City Center Preferred Plan will be presented at a TAC meeting scheduled at the Southwest Valley Chamber of Commerce on Thursday, October 6, 2005, 6:00-9:00 P.M.



The Committee will also be discussing a revised project schedule. They are planning to hold a public open house to receive comments on the revised preferred plan in November.



City Monument Sign Program

An Open House has been scheduled for October 12 from 6:30 to 8:30 P.M. at City Hall in Room 117 to receive public input on the three options for the City's Monument Sign Program.

Lighting Standards

The Planning and Zoning Commission recommended approval of the proposed lighting standards at their regular meeting on Sept. 17, 2005. The proposed standards are scheduled to be considered by the City Council in November.

Housing Rehabilitation Program

We have received three responses to our Request for proposals for a Consultant to manage the CDBG/HOME programs. Staff is in the process of reviewing the proposals and will be scheduling interviews early in October.

Building Safety Statistics

Reviews & Walk-Ins	Sep '05	Sep'04	YTD 05/06	YTD FY 04/05	% Diff. Vs. YAG
Walk-Ins	483	385	1377	1292	7%
Permits Issued					
Single Family Permits	241	215	696	624	12%
Com/Indus Permits	5	4	20	12	67%
Misc. Permits*	412	326	1303	995	31%
Homes Under Construction					
Single Family	1155	1099	1041-Avg	1118-Avg	-7%
Permit Revenue					
Permit & Plan Fees	\$1,014,266.32	\$1,031,537.25	\$3,266,693.17	\$2,395,305.30	36%
Permit Valuation (millions)	\$62.5	\$54.8	\$192.2	\$162.5	18%
Inspection Facts					
# of Inspections	9701	8178	27,082	24,613	10%
Daily Avg. per Inspector	89	86	85	82	4%
# of Inspection Stops	4122	3011	11,791	9071	30%
Daily Avg. per Inspector	38	32	38	31	23%
# of Inspection Miles	3680	4352	11,296	13,094	-16%
Daily Avg. per Inspector	36	45	37	41	-11%

*All except new single family and commercial/industrial

NOTABLES:

- So far this year, permit and plan fees are 36% ahead of the same time last year. While housing permits are up only 12%, these large revenue increases are primarily due to commercial and industrial permits being up 67% over last year in this 3-month period.
- Inspections and inspection stops are up this year vs. last with daily average stops per inspector being up 30% so far this year vs. last.
- This year's target for daily average stops per inspector is 30. So far this year, we are averaging 38 per day.



**City Manager's
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Community Development

Building Safety, Engineering, Planning & Zoning

Engineering Plan Review and Inspection

Engineering Plan Review	Sep '05	YTD 05/06	Permits Issued	Sep '05	YTD 05/06
Drainage Reports	12	36	Grading (\$ value)	\$1,942,678	\$3,243,333
Grading & Drainage Plan Sets	34	114	Sewer Lines (LF)*	4,247	17,724
#of Sheets	194	650	Water Lines (LF)	12,582	34,743
Sewer Plan Sets	38	96	Storm Drain (LF)	7,089	18,076
#of Sheets	468	1061	Dry Utilities (LF)	94,315	261,020
Water Plan Sets	36	102	Curb & Gutter (LF)	33,767	110,664
#of Sheets	372	1033	Bridges & Box Culverts (\$value)	\$578,660	\$1,231,260
Storm Drain Plan Sets	8	18	Pavement (SY)*	88,185	265,166
#of Sheets	26	69	Irrigation Lines (LF)	17,657	27,108
Paving Plan Sets	34	93	Sidewalk (LF)	47,184	108,199
#of Sheets	323	1054	Permit Fee Revenue	\$126,985	\$581,617
Landscape Plan Sets	9	36	*LF = Linear Feet *SY = Square Yard		
#of Sheets	93	477			
Plan Review Revenue	\$81,150	\$339,976			



Workers placing reinforcing steel for a sewer manhole base on Cotton Lane south of Yuma Road.

Infrastructure Under Warranty

Sewer (LF)	177,741	Curb and Gutter (LF)	611,941
Water (LF)	197,835	Sidewalk (LF)	453,173
Storm Drain (LF)	48,439	Pavement (SY)	1,531,040

Commercial Developments

Palm Valley Cornerstone (SWC of McDowell & Dysart Roads)		Canyon Trails Towne Center (NEC of Yuma Road & Cotton Lane)	
		Rezoning application	Approved
Shops A & B	Carpet Mills & Cyberzone Brew Café will complete the buildings	Large retail user	Special Use Permit in review
		Car wash	Special Use Permit approved
Phase 2 Master Site Plan	Approved	Estrella Mountain Ranch	
National Bank of Arizona	Interior work in progress	Village X (Province)	PAD Amendment approved
New shops buildings D & E	Permit issued	Coronado Village, Phase I	Pre-Plat approval pending
Shops H	Permit issued	Palm Valley Pavilions East (SEC of Litchfield & McDowell Roads)	
Maytag Store	TCO issued		
		La Piazza (West of Palm Valley Office Park)	
Palm Valley Cornerstone North (NWC of McDowell & Dysart Roads)		2 buildings	Leasing space available
Desert Schools Federal CU	Interior work in progress	Miscellaneous	
JC Penney	Has TCO		
		Compass Church	Framing in progress
Palm Valley (misc.)		Goodyear Industrial Complex	Site Plan in review
Village Inn	Interior work in progress	Fire Station #4	Slab in process
The Room Store	Interior work in progress	Central Marketplace	Interior work in progress
Virginia Project (Law Offices)	Interior work in progress	Goodyear Public Storage & RV	Site Plan approved
The Room Store T.I.	Interior work in progress	Goodyear Dog Park	Site Plan Amendment in review
Indian Palms Office Condos	Masonry and roofing in progress	Pebble Creek Arts and Technology Center	Interior work in progress
Indian Palms Office Condo T.I. Suite 700 (Bade Family) Suite 200 (Dentist) Suite 600 (Internal Med.)	Permits issued	Bullard Commerce Center	Finish work in progress TCO on Kawasaki AZ Procote T.I. Issued
Palm Place Plaza	In plan review	McDonald's	Old building demolished and working on new slab
Palm Valley Office Park Phase III	Site Plan approved	Buffalo Wild Wings Bar and Grill	In plan review
		Rock of Refuge Church	In plan Review

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Community Development

Building Safety, Engineering, Planning & Zoning

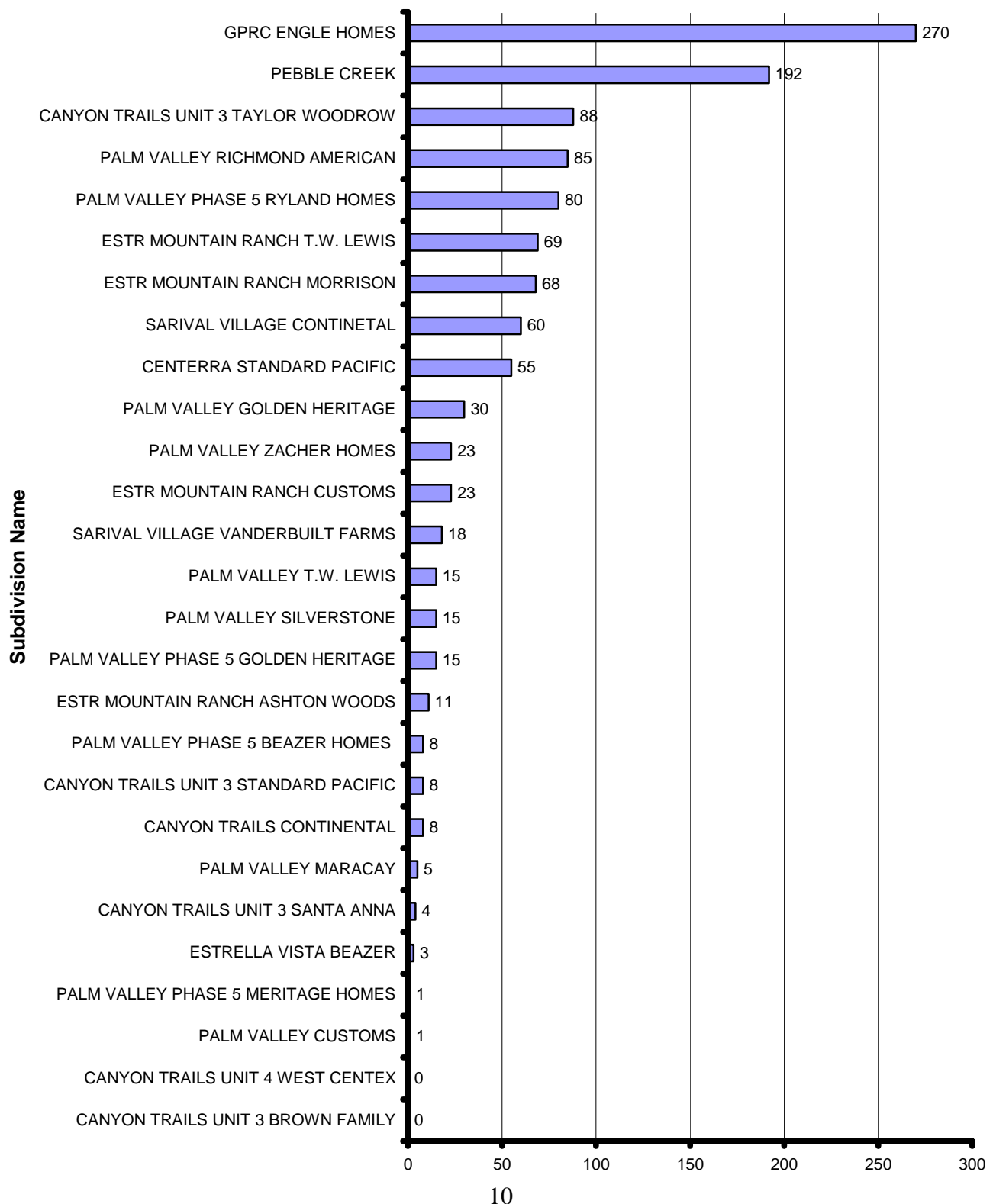
		Central Square (Papa John's Pizza)	Permit Issued
		Venida Business Park	Permit Issued
Palm Valley Professional Plaza	Site Plan approved	Goodyear Commerce Center A & B	Site Plan review
Antioch Storage Facility	Site Plan approved	St. Thomas Assisted Living Home	Site Plan in review
		Lyons Plastering	Site Plan Approve
		PebbleCreek Aquatics Center	Site Plan in review

Estrella Parkway Gateway Corridor		Palm Valley Pavilions West (SWC of McDowell & Litchfield Roads)	
Wal*Mart	TCO for shelving only	No Activity	
Walgreens	Foundation in progress		
Estrella Crossroads	Issued	Palm Valley Medical Campus (136 th Drive and McDowell Road)	
Estrella Marketplace Shop A	Issued		
Schools		Campus Expansion (18 acres)	PAD Amend/Zoning/ Site Plan approved
Centerra Elementary School	T.C.O. Issued	Hospital expansion	Decks being poured and some framing
Pioneer Elementary remodel	Finaleed		
Buckeye High School – 3 new buildings	Work not started	Palm Valley Village (NWC of Litchfield & Indian School Roads)	
Estrella Elementary Fine Arts Bldg.	Interior work in progress	Wal*Mart Neighborhood Market	Masonry in progress
Desert Edge School	Has TCO	Design Guidelines	In review
Desert Thunder Addition	Footings in progress		
Desert Star Addition	Masonry in progress		
Baldridge Commons (NWC of Dysart & Van Buren)		Multi Family Residential (misc.)	
Superstar Car Wash	In plan review	Rio Paseo Parcel 7 (condos)	In Plan Review
Signage Program	In review	Alexan at Palm Valley	Framing work in progress
Site Lighting Plan	Permit issued		
Golden Corral	Permit Issued		
Design Guidelines	Approved		
Shops B & C	Site Plan approved		

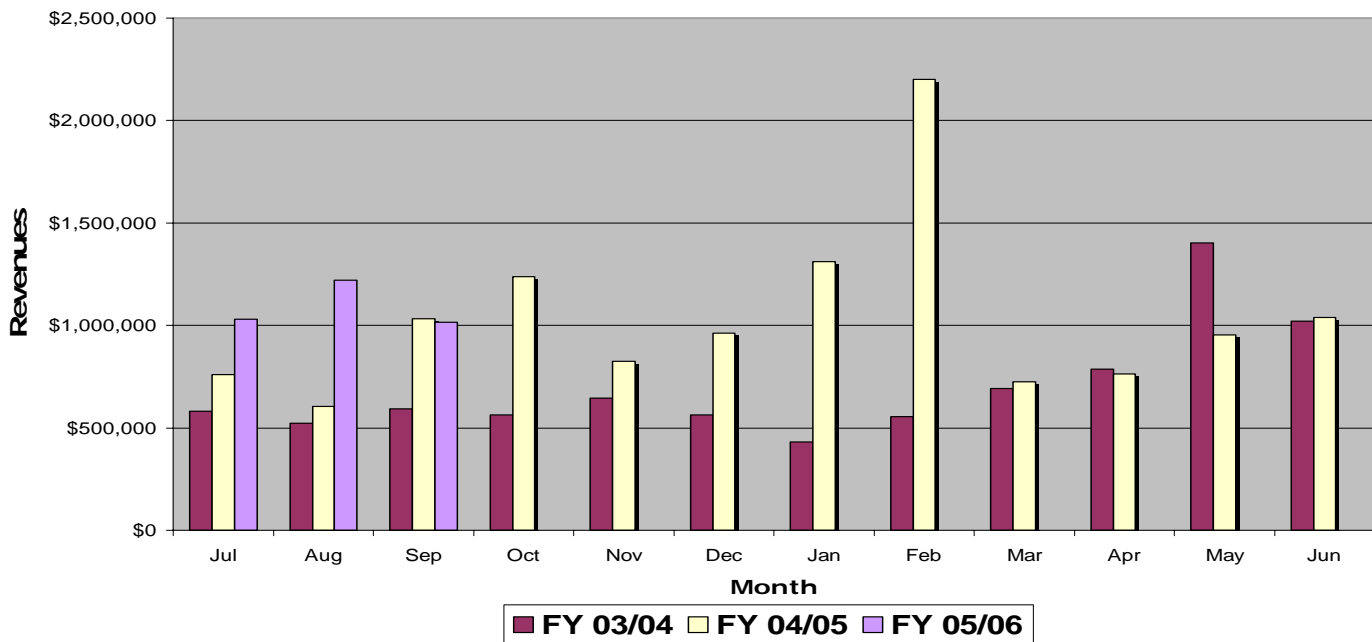
Residential Developments

<i>Development</i>	<i>Acres</i>	<i>Build-Out Units Zoned</i>	<i>Status</i>
Aldea	13.9	12	1 permits issued
Amber Meadows	108.74	303	Annexation/Zoning/Preliminary Plat in review
Canyon Trails	2,400	9,037	1621 permits issued
Centerra	296	1,697	585 permits issued
Cottonflower	240	822	392 permits issued
Cotton Crossing	80	243	Dvmt. Agmt. and zoning application in review
Cotton Commons	40	122	Zoning in review
Curtis Commons	40	106	Zoning approved
El Cidro Ranch	206.9	433	Dvmt. Agmt and final PAD application in review (Preliminary PAD approved)
Estrella Mtn. Ranch	18,600	65,425	1816 permits issued
Estrella Vista	280	1,112	849 permits issued
Goodyear Planned Regional Center	605	1,605	335 permits issued
King Ranch	2039	1,824	Zoning application in review
La Jolla Vista	192.7	690	Annexation/Zoning application in review
La Privada	198	453	Annexation/Zoning application in review
Las Palmas	273	750	Zoning application in review (preliminary PAD approved)
Las Brisas	480	1,351	Annexation/Zoning/Preliminary Plat in review
Las Ventanas	159.31	449	Zoning in review
Legacy Ranch	10.02	30	Preliminary Plat in review
Palm Valley	4,859	21,450	3220 permits issued
PebbleCreek	2,141	6,448	3211 permits issued
Pueblo Verde	15,635	406	Final Plat approved
Rancho Mirage	110	205	Built out
Rancho Mirage Phase 2	86	305	Zoning in review (P/S approved)
Riverside Park	298.5	503	Zoning in review
Sedella	632	1160	Zoning approved
Sin Lomas	40	138	Zoning approved
Sarival Estates	10	24	Zoning in review
Sarival Village	320	1,211	809 permits issued
Sunrise	98	397	Built out
Wildflower Ranch	312	1,200	Built out
TOTAL	50,492	119,911	

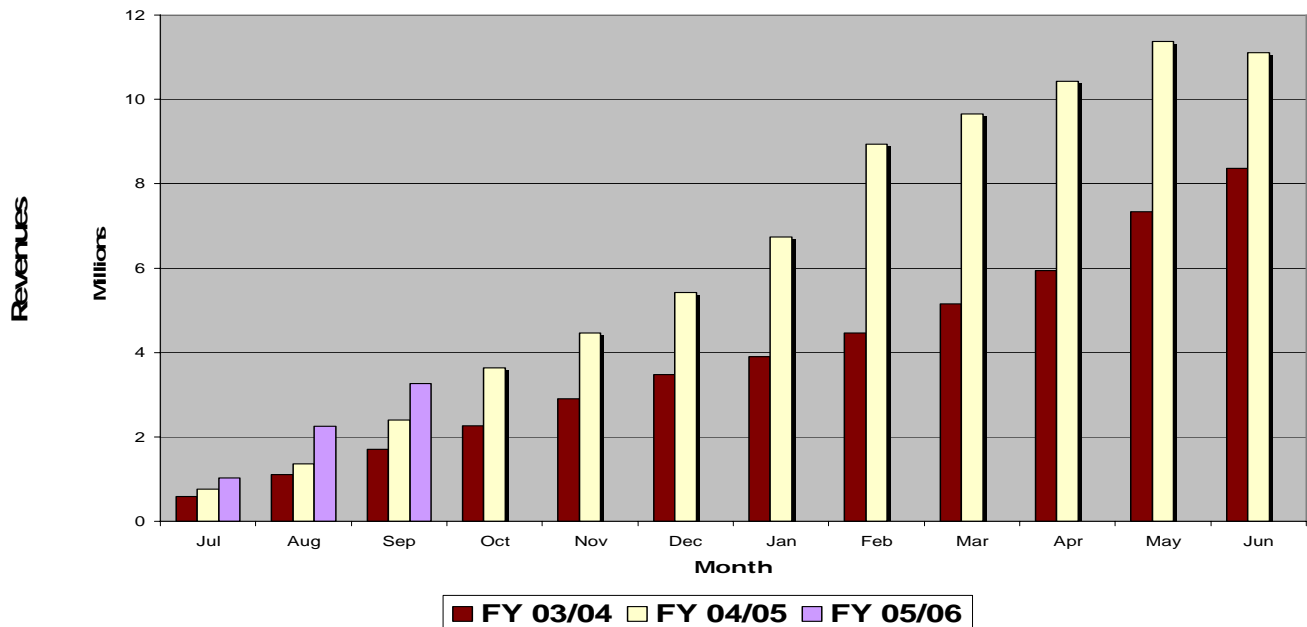
Homes Under Construction in September 2005 = 1155



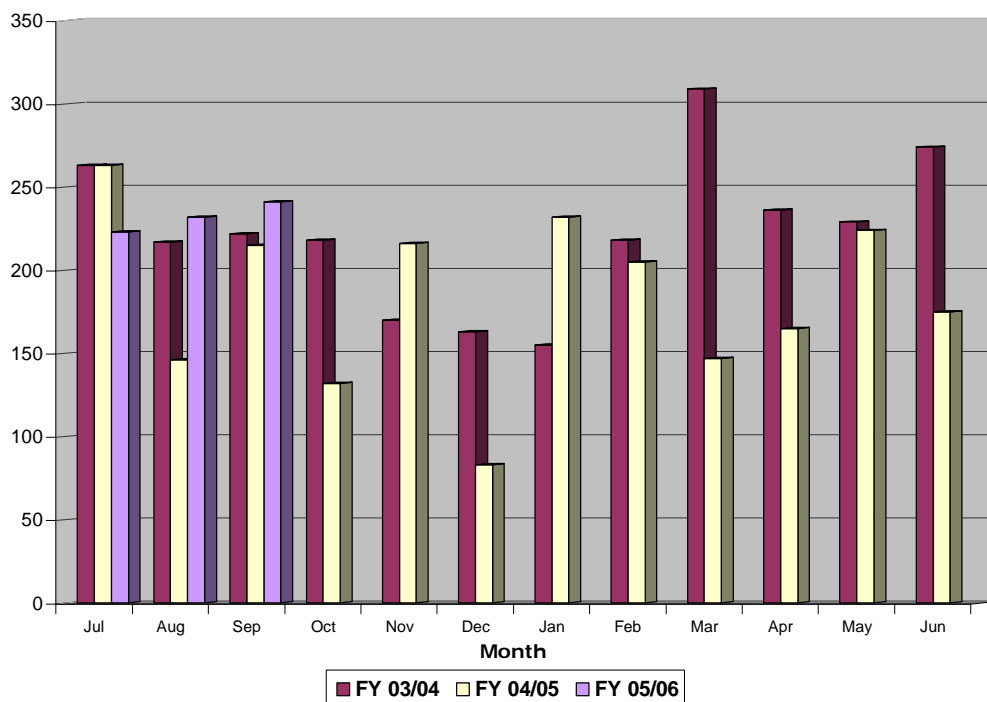
Total Permit & Plan Review Revenue by Month FY04-FY06



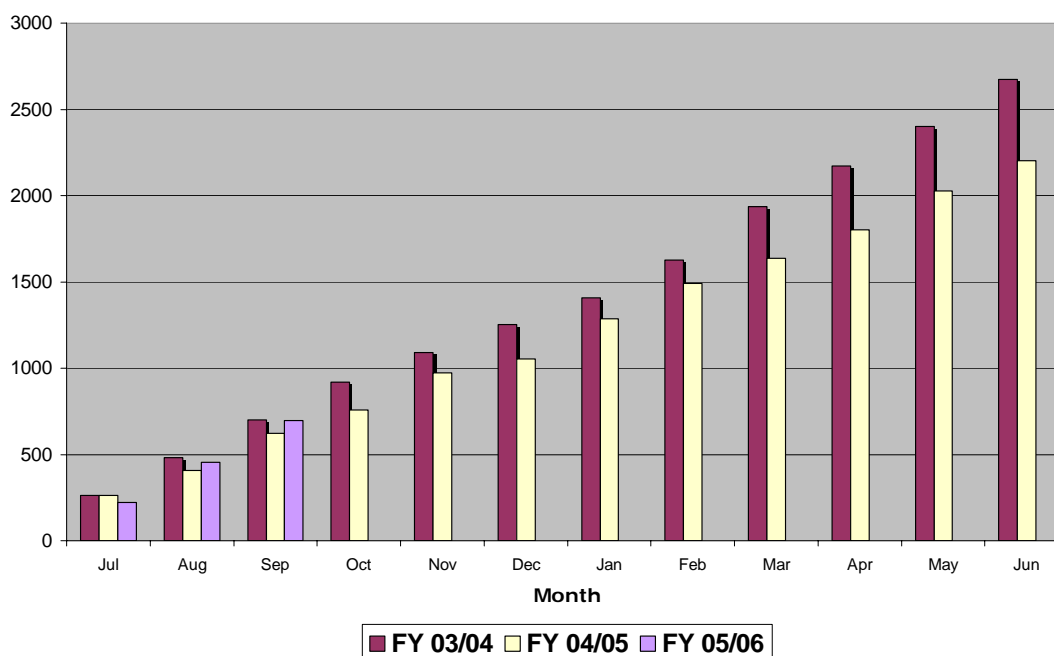
Cumulative Permit and Plan Review Revenue FY04-FY06



Number of Single Family Permits Issued FY04-FY06



Cumulative # of Single Family Permits FY04-FY06



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Community Initiatives

Code Compliance Division

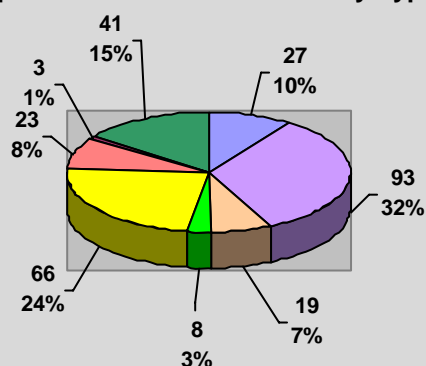


To maintain and improve the quality of life for our citizens by working to ensure the safety, welfare and cleanliness of Goodyear neighborhoods.

Active Cases Year-to-Date

# Active (end Aug)	200
# New Cases (Sep)	283
Total Active	483
Less # Closed (Sep)	165
= Total Active Cases (end Sep)	318

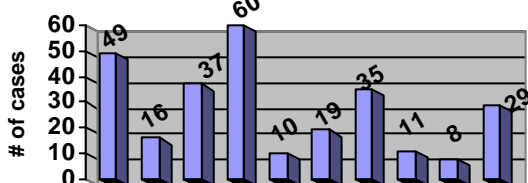
September 2005 - New Cases By Type



Legend:

TAV – RV, boats, trailers
PN – Public Nuisance Complaint
AN – Animal
ABV – Abandoned and/or Inoperable vehicle
PUS – Parking on unimproved surface/front lawn
ZON/BLDG. – Zoning or building code
Weed – Weeds
Other – All other complaints
 *Other consisted of obstruction of right of way (trees that needed trimming)

New Cases by Area - September 2005



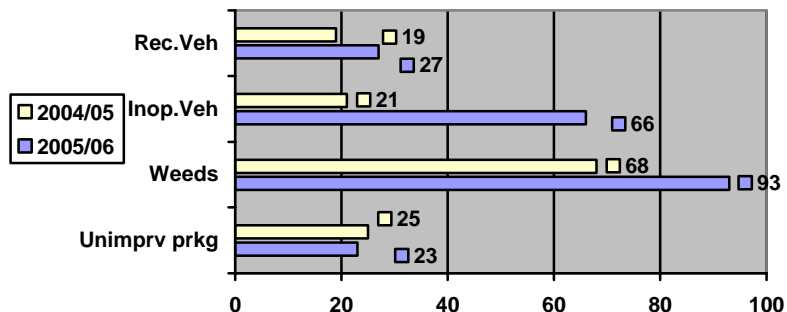
	1	2	3	4	5	6	7	8	9	Othe
■ September	49	16	37	60	10	19	35	11	8	29

Area Legend: 1: Historic Goodyear; 2: Palm Valley; 3: North Sub/Arnold Manor; 4: Wildflower; 5 Canada Village; 6: Estrella Vista; 7 Canyon Trails; 8 Sarival Village; 9 Centerra; Other

September Cases — Year Ago Comparisons

Sept	05/06	04/05
New Cases	245	174
Closed Cases	165	193
Inspections*	22,248	6332
Advisories Issued	323	171
Citations Issued	1	0

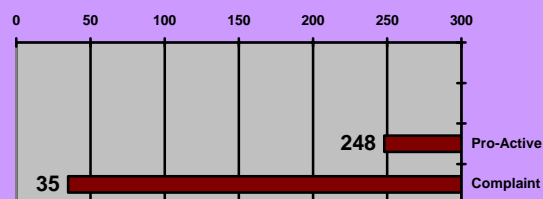
Year-to-Date Code Case Types vs. Same Period Year-Ago



September Court Cases

Hearing	Verdict	Fines collected
Uncontained Trash	Guilty	\$100.00
Abandoned Veh	Guilty	\$100.00

New Cases by Source



Highlights:

- Assisted Police and Maricopa Animal Control with the remove of 4 loose dogs in Canada Village. Residents were arrested on outstanding warrants from uninhabitable home in Canada Village
- Inspected 6 properties that had water turned off for non-payment. Houses were vacant and we notified Finance department that they were vacant.

Community Initiatives

Target Area Neighborhoods

Neighborhood target areas have been designated by the City as residential areas allocated concentrated City resources. These efforts are intended to create an environment for residents to work together on revitalizing and maintaining their neighborhoods, working as partners with the City and each other to address their concerns and grow a vision for their future, neighborhood identify and quality of life.

ACTIONS & RESULTS

Historic Goodyear Neighborhood Alliance (HGNA) – Target Area #1

Council Liaison: Councilmember Dick Sousa

Meetings

- Neighborhood Manager facilitated HGNA meeting on 9/13. Nineteen attendees, including Council liaison, Scott Benson and John Robinson. Alliance secretary resigned, Diane Krone was voted in as Secretary. Guest Mary Aycock gave presentation of Goodyear's Super Fund sites. Concerns brought up: traffic around school, poor maintenance of tennis courts & safety concern at Loma Linda Park, trash in alley, no lids on trash cans. All concerns were sent to pertinent staff to handle.
- Next HGNA meeting scheduled for 12/13, at City Hall, Conf. Room #117.

Projects:

Facilities for public meetings

- Residents happy that City approved the use of the Community Center for their meetings starting in January 2006.

Wildflower Ranch (WFR) Neighborhood Partnership – Target Area # 2

Council Liaison: Councilmember Fred Scott

Projects

- Neighborhood Manager presented final draft of staff response (yellow paper) to WFR Report for Council to GAT team for comments. Neighborhood Manager to meet with Avondale School District to discuss school issues.
- Received request from HOA to present update on: lighting project, code violation & WFR report at next HOA board meeting on 10-13. Neighborhood Manager will attend meeting.

Canada Village Neighborhood – Target Area #3

Council Liaison: Councilmember Rob Antoniak

Meetings

- Next meeting planned for October 4th at 6:30 p.m. at City Hall.

North Subdivisions – Target Area #4 (Manzanita Heights, Arnold Manor, Park Palisades & Desert Sage)

Council Liaison: Vice-Mayor Frank Cavalier

Meetings

- Next meeting will be held on Wednesday, October 5th at 6:00 p.m. at Arturo's Restaurant.

Community Initiatives

Neighborhoods, Intergovernmental, Advocate

NEIGHBORHOODS

MONTHLY ACTIVITY INFORMATION:

- Requests for Service – 213
- Neighborhood/HOAs registered – 7
- Neighborhood/HOA meetings attended/facilitated – 5

SPECIAL PROJECTS

G.A.I.N.

- The 2005 Goodyear Getting Arizona Involved in Neighborhoods (GAIN) event will be held on Saturday, October 15.
- Neighborhood Manager facilitated community meeting for neighborhood leaders On Sept. 7.
- Neighborhoods participating:
Canada Village, Canyon Trails, Estrella Mountain Ranch, Estrella Vista, Historic Goodyear, North Subdivisions, and Wildflower Ranch.

G.A.I.N. Sponsors

- Presenting Sponsor: **Qwest**
- Supporting Sponsors: **APS and Crossings Church**
- Contributing Sponsor: **Southwest Ambulance, Brenda Kilhoffer of BK Family Homes @ Keller Williams**

See page on
Target Area
Neighborhoods for more
neighborhood updates.

COMMUNITY & INTERGOVERNMENTAL PROGRAMS

- On September 8th the seventh SW Valley Citizen Academy kicked off with 21 participants in this Learning for Life "municipal government 101" course. Goodyear's city manager, Community Development director, Community Services director, and Finance director have been presenters in the first four evenings of the Academy.
- Our Community Services director was asked to present at the national Int'l. City/County Management Assn. conference in Minneapolis on Sept. 27th. As one of 3 panel members speaking on "Opening the Gate: Using Neighborhoods to Create Community." Goodyear's Neighborhood Association Toolkit and start-up of neighborhood associations was the focus of the presentation.
- During September, our federal relations firm, Triadvocates, set-up a day-long meeting with key City staff to discuss our project needs and develop our strategy for the next round of federal appropriations. A follow-up meeting was scheduled for October 14 to meet with City staff members who write grants in an effort to become more successful in our federal grant applications. Triadvocates also hosted their client cities one evening during the September Arizona League of Cities annual conference in Mesa which our Mayor, several Councilmembers and staff attended.

COMMUNITY ADVOCATE

PUBLIC PARTICIPATION – P2 Analysis forms for CIP & non-CIP Projects are still coming in. Of the 87 projects on the list, 24 have been approved, 40 are in the approval process, leaving 23 that have not been turned in. As they are approved they are made available on the "public" shared drive.

Case Statistics

- **Cases Opened 148**
- **Cases Closed 140**
- **% 24-Hour Response- 98%**

Projects:

- **GAT TEAM** –TWO MAJOR TOPICS at this meeting: 1. Starting the strategy to attack the problems at The Greens at Litchfield, again. [An attorney from the AG's office, specializing in "slum lord" issues will be meeting with members of the GAT team on Oct 20. Will probably discuss similar issues at Country Aire Apts. also.] 2. Canyon Trails HOA has erected a number of "NO PARKING" signs on or near City ROWs along public streets in their development. City staff will do a site visit and then let the HOA know which signs need to be removed.
- **C.E.R.T. TEAM** will be holding their first meeting Oct. 6. Chief Gaillard & City Mgr. Stephen Cleveland will be welcoming everyone and presenting the FEMA certificates to all members who completed the training held in June.

Responses:

- **901 e-mails**
- **43 telephone calls & walk-ins**
-

Cases by Neighborhood

Area 1: Historic Gdyr - 2
Area 2: Palm Valley - 12
Area 3: North Subdivision – 1
Area 4: Wildflower - 2
Area 5: Estrella Mt. Ranch – 5
Area 6: Estrella Vista - 5
Area 7: Canada Village - 1
Area 8: PebbleCreek – 74*
Area 9: Canyon Trails – 1
Area 10: Sunrise @ Wigwam – 0
Area 11: Rancho Mirage/Centerra - 2
Area 12: Cottonflower/Sarival Vill. – 3
Area 16: Other – 33**
Area 17: Out of City – 0

*Includes comments on possible changes to trash service.

**Includes comments on Sprinkler System vote.

Issues: By far the two biggest issues in September were the announcement of potential changes to the City trash service and comments on the Sprinkler System election. In addition, stagnant water and "slimey" swimming pools, abandoned vehicles, speeding in neighborhoods, barking dogs and smelly back yards, etc. caused residents to contact the Community Advocate. ☺

Mission: To expand the economy of the City of Goodyear through the recruitment of capital investment, enhancement of existing businesses, and expansion of developable land and other investment opportunities in order to create and sustain a balanced lifestyle for the community.

Fast Arch of America, Inc. – A Unique Business in Goodyear

Our Economic Development staff had the opportunity this month to meet with a unique business in Goodyear. Fast Arch produces the framework for doorway arches used by homebuilders in Goodyear, as well as nationwide. Fast Arch currently employs 21 people, with plans for expansion in their future facility located at MC85 & Litchfield Road.

Goodyear's Maytag Store -- Largest in the Nation

The Maytag Store located on McDowell Road at Palm Valley Boulevard boasts a 12,000-square-foot showroom, an 8,000-square-foot warehouse, and three fully equipped demonstration kitchens. The new store has Maytag appliances as well as appliances from Maytag-owned companies, to include Jenn-Air, Amana, Magic Chef, Admiral, Hoover and Jade.

International Council of Shopping Centers (ICSC) Update

Economic Development Director and Project Manager attended the western region ICSC conference where they met with several prospective tenants and existing developers to get project updates. The Economic Development staff was pleased by the number of developers now knowledgeable about the quality and growth happening in Goodyear.

New Business Openings

- ♦ Cutting Room Salon
- ♦ First Credit Union
- ♦ National Bank of Arizona
- ♦ Papa John's
- ♦ Salon LM
- ♦ SunWest Federal Credit Union
- ♦ The Maytag Store

The Five Million Dollar Question

The City of Goodyear was a City of Choice at the National Association of Industrial and Office Properties (NAIOP) meeting. At NAIOP's Trend Watch 2005 symposium, top brokers publicly pronounced where they would invest \$5,000,000 if they had it to invest today:

One of Goodyear's most active industrial brokers, Dan Calihan of CB Richard Ellis announced to the room of 500 of the Valley's most prominent real estate professionals that he would invest his \$5M into Goodyear – one of the only cities in the entire valley that has planned and is actively protecting its employment lands.

The CBRE team of Calihan/Feeney represents Voit's 300-acres as well as 252-acre Perimeter West development owned by SunCor at Camelback and the Loop 303; EJM's 375-acres of holdings north and south of Van Buren east of Bullard; and Carefree Partner's Goodyear Airpark – a 265-acre development south of Phoenix-Goodyear Airport.

Most of Goodyear's industrial lands are developing differently than those in the East Valley which were developed more as individual parcels. In Goodyear, in many cases (EJM, Cornwell, Voit, etc.), the land is held by master developers who intend to develop the entire property and offer build-to-suit options to end-users. This is an advantage for us in that our industrial areas will be better planned overall with more cohesiveness such as similar landscaping and signage throughout the development.

Additional highlights from the NAIOP event:

The supply of industrial user land has dwindled. Industrial absorption has doubled year to date over the annual total from each of the past two years. Calihan expects 2005 industrial absorption to reach 8.5 million square feet, and expects a continuation of the strong absorption trend for the next 3-5 years. Absorption in bulk distribution is rising from users who are trucking containers that the ships unload at the port of Los Angeles/Long Beach, putting them on trucks, and warehousing the goods in Phoenix. Industrial costs are still 20-30% below that of California. Year-to-date, half of the 5 million square feet has been absorbed was in Southwest Valley.

California Firm Joins Goodyear's Line-Up of High- Profile Industrial Developers

Goodyear's Economic Development staff has been working closely with Voit Development Co. to facilitate their recent acquisition of 300 acres of land (NEC Cotton and MC85 – formerly known as Sun MP's Estrella Industrial) for approximately \$24 million, on which Voit will build one of the region's largest industrial parks.

Tom Kimsey, Voit's regional manager for Arizona, said the land's proximity to Interstate 10 and Arizona 85 -- as well as to a Union Pacific rail line -- should make it an attractive location for distribution firms. But the industrial park, already dubbed Cotton Lane Business Park, will also be home to manufacturers and other industrial tenants. Voit, based in Woodland Hills, Calif., moved quickly on the opportunity to buy the land on Cotton Lane because of the dwindling supply of large parcels available for industrial development, Kimsey said.

Plans are for the park to be ready for tenants next fall and this will certainly be an asset to future employment creation within Goodyear.

City Manager's Monthly Report

September 2005

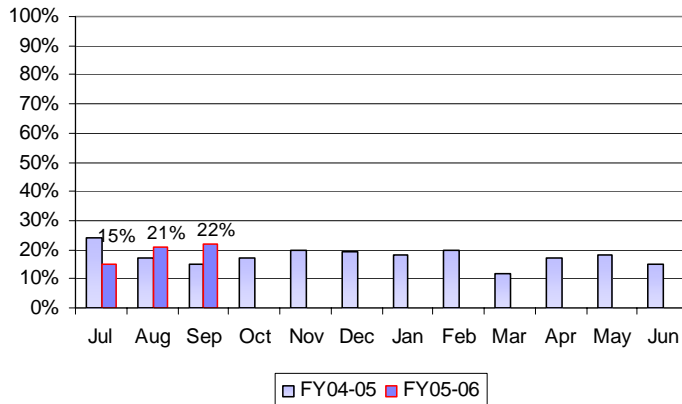


Fire

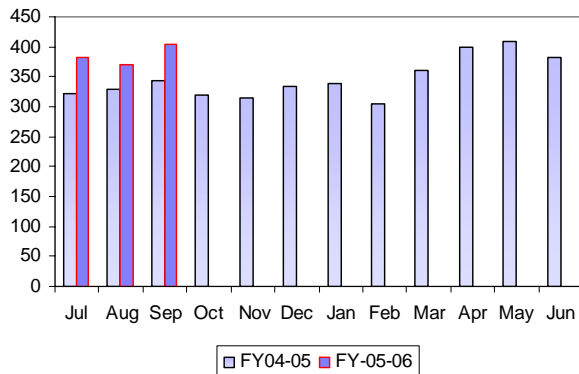
Spirit of Service

We care for your family and ours. We earn your trust by serving with pride, professionalism, and integrity. We strive for excellence in shaping the future of our department and community. The soul of our department is our spirit of service.

Percentage of Incidents in Goodyear Meeting 4 Minute Response Time Objective



Number of Calls by Month



Fire Prevention Statistics for September 2005

	Total #	Hours & \$
Annual occupancy inspections—fire company	41	41
Annual occupancy inspections—fire prevention staff	11	11
New construction inspections	79	96
Plans reviewed	114	110.5
Permits issued	3	\$800.00



Members of City staff and the Council throw some dirt at the Fire Station 184 groundbreaking.



Fire Department staff also participate in the groundbreaking ceremony.

Period Highlights:

Fire Station 184 Groundbreaking: Members of the City Council, City staff, fire department staff, and representatives from Lawrence Enyart Architects and Sundt Construction attended the groundbreaking ceremony for Fire Station 184. The station is being built at 16161 W. Yuma Road (Yuma Road and Wildflower Drive). In addition to living and sleeping quarters for the fire company, the 11,000 square foot, three-bay facility will feature offices for the Battalion Chief and workspaces for police officers. Construction is scheduled to be complete in April 2006.

Station Tour: Staff gave a tour of Fire Stations 182 and 183 to the Mayor, several Council members, Town Administrator, and the Right-of-way Construction Coordinator from the Town of Carefree. They are getting ready to build their own (and first) public safety facility. They have been using Rural/Metro and the Sheriff's Office until now.

Human Resources

Personnel Division

Statistics

	September FY05-06	September FY04-05	YTD FY05-06	YTD FY04-05
APPROVED AUTHORIZED STAFF	410	338	410	338
Current Full-time Staff	345	284	345	284
▪ New Employees	15	6	33	20
▪ Temp to Regular Status	0	1	1	7
▪ Rehire	0	0	0	0
Personnel Changes	5	1	23	22
▪ Promotion	5	1	22	17
▪ Transfer	0	0	1	3
▪ Demotion	0	0	0	2
Separations	3	1	12	4
▪ General Separation	3	1	10	4
▪ Retirement	0	0	2	0
Turnover Rate	.87%	1.4%	3.5%	1.4%
▪ Turnover Rate w/o Retirement	.87%	14%	2.9%	1.4%
Tuition Reimbursement / Participants	4 / 50	1 / 57	16 / 50	16 / 57
Surveys Completed / Conducted	18	29	45	59
Job Description Changes	8	4	8	52
Family Medical Leave Requests	2	2	5	4
EEO Complaints	0	1	0	1

Employees Are Our Greatest Asset!

Recruitment:

Fiscal year-to-date we are managing

124 recruitments!!!!!!

58 full-time positions have been filled this year!

37 positions are in the recruitment process

Out of the 58 positions filled, 23 full-time positions were filled internally

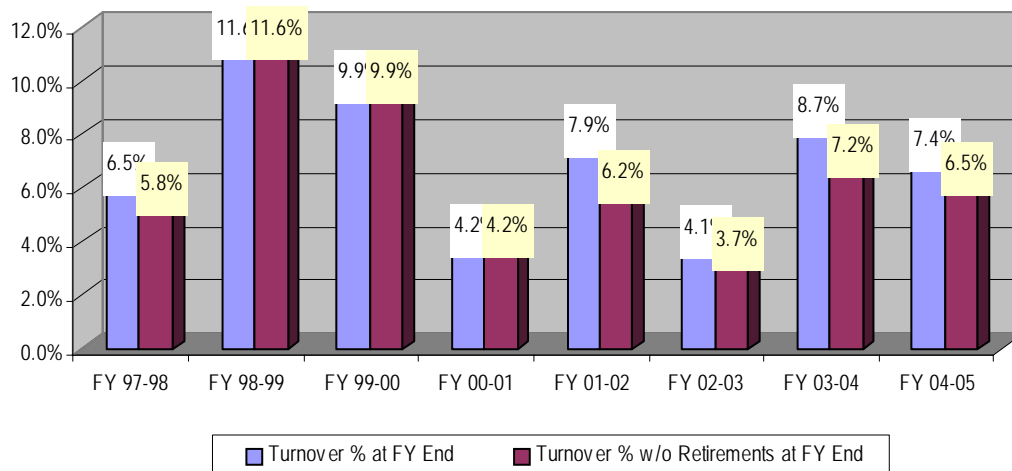
(through promotions, transfers, voluntary demotions, or moving from a temporary status to a full-time position.)

Out of the 72 new positions approved for Fiscal Year 2005-2006, 42 positions have been filled, or have signed offer letters.

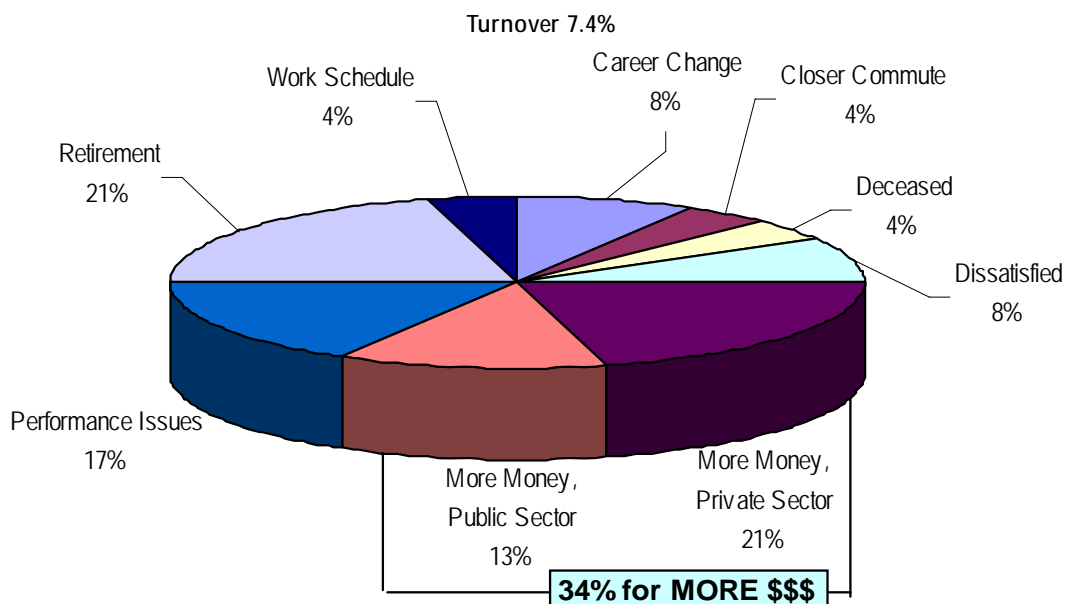


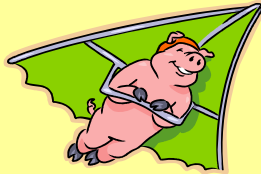
Highlights from Fiscal Year 2004-2005 AS OF 6-30-2005

TURNOVER PER FISCAL YEAR



REASONS GIVEN BY 24 EMPLOYEES FOR SEPARATION





**Flying with the Risk Management P.I.G.
(Protect, Invest, & Guard),
the Public's Interest and
Employee's Health & Safety**

Liability

	Fiscal 04-05	Not to Exceed Target for 05-06	YTD 05-06
Vehicle Accidents	26	24	4
Preventable Vehicle Accidents	13	10	2
Other Incidents	60	Information only	13

- We are exceeding our projected goals for 05-06 in the frequency of accidents.
- "Other Incidents" are not vehicle related. This category includes incidents with potholes, city pool, signage and citizen concerns and claims over a variety of issues.

Safety & Workers' Compensation

Employee Injuries	Fiscal 02-03	Fiscal 03-04	Fiscal 04-05	Target not to Exceed 05-06	YTD 05-06
Reportable	36	12	19	20	4
Time Loss	6	0	1	0	0
Loss Ratio	55%	3%	38%	20%	5% est.

- Our Workers' Compensation accidents have been minor in nature this fiscal period and continue to track favorably with our goals.
- Certified driver training through the National Safety Council began this month. We anticipate having all drivers trained by the second quarter of next year.

Health and Welfare

- Our health insurance loss ratio is on the rise. The Insurance Committee will be monitoring the loss ratio and be prepared with alternative recommendations should the need arise.
- The "Goodyear Walk for Life" program has been kicked off with over 150 employees participating. During this 5-week program the employees will increase their awareness of the benefits of exercise.
- The "Weight Loss Challenge" program has also started with 64 participants working toward the goal of losing 5%, (total body weight) or more by December 13.

Technical Services

ITS Workload:

- ITS handled 398 tickets in August, versus 265 in July.
- This compares with 156 tickets in August of 2004.
- In addition to documented support tickets, ITS logged 210 undocumented calls for August.
- Total PC's/Notebooks supported: 351
- Total Network File servers supported: 41
- Total Printers supported: 102 (+/-)

Network Security

SPAM and Virus Filtering systems:

- Scanned 67,988 incoming e-mail messages from the internet in August, up from 64,131 in July.
- Stopped 37,330 SPAM (unsolicited e-mail) messages
- Stopped 1,288 virus-infected e-mails, without a single infection
- Allowed 29,370 valid messages into the City e-mail system
- In August, SPAM and Virus-infected e-mail accounted for 54.91% and 1.89% of all e-mails received, respectively.

Major city systems:

(Servers, AS/400, Internet, E-mail) were up 99.9%+ of the time during August.

August accomplishments:

1. Lotus Notes 6.5 upgrades: ITS upgraded all Police, Fire and Public Works PC's to Lotus Notes 6.5.4, and began training staff members on the changes with the new version. This means that only Water Management is left to be upgraded.
2. Personnel: ITS hired one temporary staff member to assist with the FY05-06 new employees and PC replacements.
3. Replacement program: ITS staff continued the configuration and set up the 50 PC's and 10 notebook computers that are in the FY04-05 replacement plan. For FY05-06, this work will be scheduled somewhat earlier, to facilitate getting all machines up and running by the 2nd quarter of the fiscal year.
4. New Employee recruitment: The ITS Department is continuing its efforts to assist the City in bringing on the new employees for FY05-06. As part of these efforts, ITS is working hard to streamline its processes in handling work requests, system ordering and new employees. FY04-05 was a good test of getting many employees on at once, and ITS is prepared to carry lessons learned into 05-06.

Applications

HTE Systems

- Conducted specific web based training for the Finance Department.
- Implemented the Interactive Voice Response system for customer utility billing.
- Nearing completion of a laser check printing solution to eliminate pre-printed forms.
- Implemented the Click2Gov server which will enable future E-Government interactions by citizens
- Continued planning efforts for implementation of the Citizen Request Tracking module.

Public Safety Systems

- Continued research on new technology to eliminate dropped communications by systems using wireless modems.
- Helped facilitate solutions to better enable the Police and Fire Departments to utilize GIS.

Administrative Systems

- Implemented the Applicant/Application Tracking System for Human Resources.
- The new Neighborhood/Volunteer database was moved to customer acceptance testing.
- Planned presentation on the Council Recording Systems for a September 19 Council work session.
- Supported multiple page updates to the City's web site.

Web Statistics

Visit Summary

Visits	66,777
Average per Day	2,154
Average Visit Length	00:08:51
Median Visit Length	00:00:41
International Visits	2.35%
Visits of Unknown Origin	0.02%
Visits from Your Country: United States (US)	97.63%

Page View Summary

Page Views	514,113
Average per Day	16,584
Average Page Views per Visit	7.70

Visitor Summary

Unique Visitors	27,365
Visitors Who Visited Once	20,269
Visitors Who Visited More than Once	7,096
Average Visits per Visitor	2.44

Hit Summary

Successful Hits for Entire Site	1,289,098
Average Hits per Day	41,583
Home Page Hits	N/A

City Manager's Monthly Report

September 2005

Legal Services

Prosecutor's Office

MISSION - We evaluate, manage, and prosecute misdemeanor criminal cases with the goal of administering justice in an equitable, efficient, and expeditious manner while advocating for victim rights and crime prevention.



STATISTICS

	<u>Current Month</u>	<u>YAG Month</u>	<u>Diff vs. YAG</u>	<u>YTD FY 05/06</u>	<u>YAG 04/05</u>	<u>Diff vs. YAG</u>
New Cases Received	84	60	+40%	255	198	+29%
Domestic Violence	4	8	-50%	11	30	-63%
Other Victim Cases	6	3	+100%	27	19	+42%
DUI	14	13	+8%	40	32	+25%
Other Alcohol related	11	0	0%	31	18	+72%
Traffic	42	26	+62%	137	89	+54%
Shoplifting/Theft	7	10	-30%	19	20	-5%
Petition to Revoke Probation Filed	4	3	+33%	16	9	+78%
<u>COURT APPEARANCES</u>	_____	_____	_____	_____	_____	_____
Arraignments, Pre- Trial Conferences, In Custody, Restitution	143	130	+10%	424	353	+20%
Trials & PTR Hearings	9	13	-31%	25	27	-07%

Period Highlights:

-

Municipal Court

No data received for this month

***City Manager's
Monthly Report
September 2005***

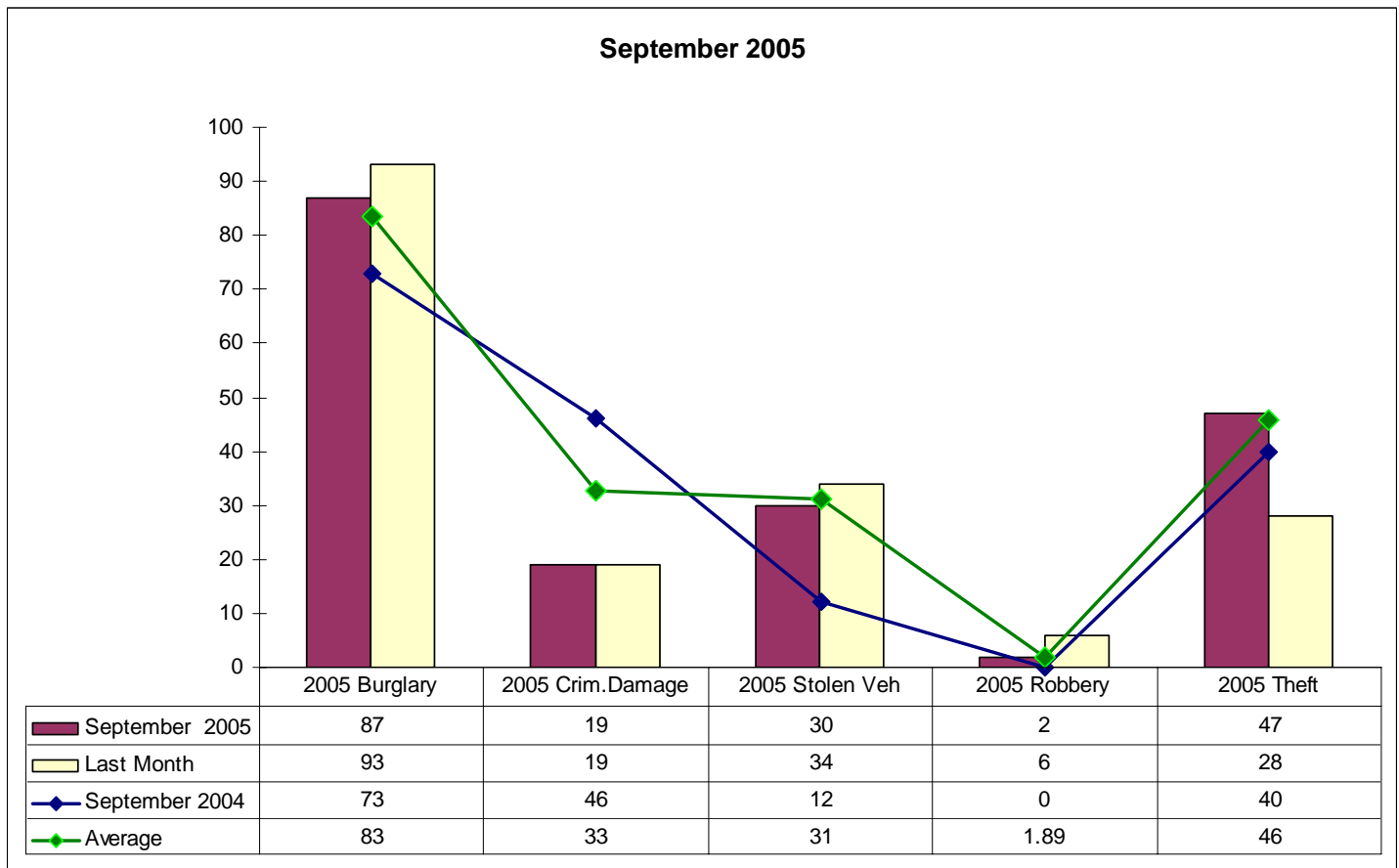


Police Department

The Goodyear Police Department provides residents of Goodyear and its visitors with superior service in order to ensure safety and maintain quality of life. With a police-community partnership philosophy, the department has implemented and expanded programs that promote collaborative efforts in taking a proactive stance and addressing crime reduction and prevention.

September Overview

The following chart depicts police cases in Burglary, Criminal Damage, Stolen Vehicles, Robbery and Theft for the period of September 1 to September 30 of 2005. It compares current numbers with the previous month, same time frame last year, and our overall average for 2005. The Police Department uses this chart to watch for trends in crime. Abnormally high or low numbers are reviewed for cause, and appropriate action is taken in the deployment of resources.



September Fast Fact

While most people are at home after a long work day....

Goodyear Police Officers log their most calls.

The busiest sustained time of a day for a Patrol officer is from 6pm to midnight.

*City Manager's
Monthly Report
September 2005*



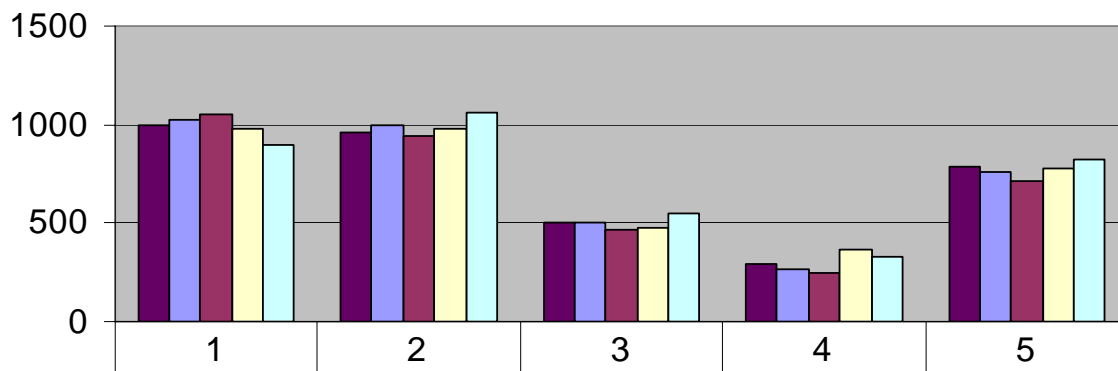
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Calls for Service

The following chart displays all calls for service for the month of September, and includes a comparison to the months of May, June, July and August. Calls for Service include calls officers are dispatched to, as well as officer-initiated calls.

Total Calls for Service By Beat



	1	2	3	4	5
September	996	957	499	296	786
August	1025	995	502	265	758
July	1056	940	467	246	715
June	975	977	477	368	775
May	898	1063	553	325	826

Number of Calls

Breakdown of Types of Calls for Service in September 2005

Number of calls	% of Total	Type of Calls
2201	62%	All others (> 5% each)
271	7.92%	Follow Up
363	10.30%	Unknown Troubles
691	19.61%	Traffic Stops
<hr/>		
Total 3545	100%	

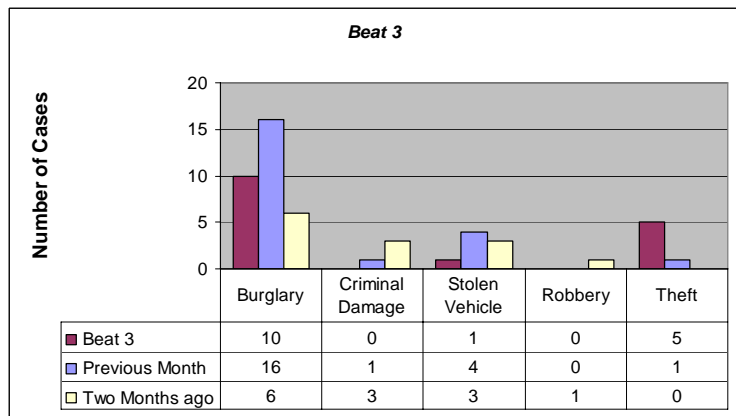
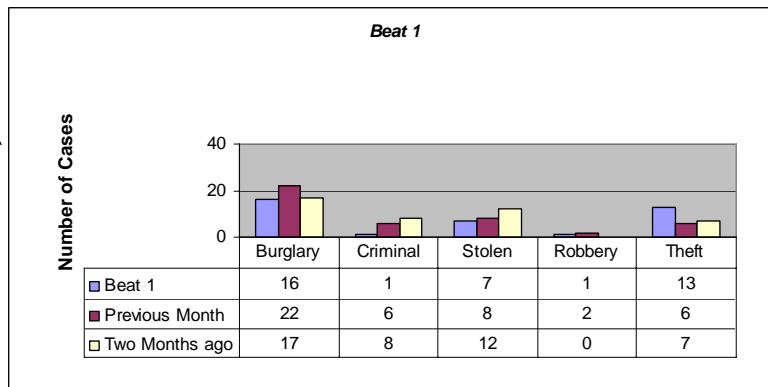
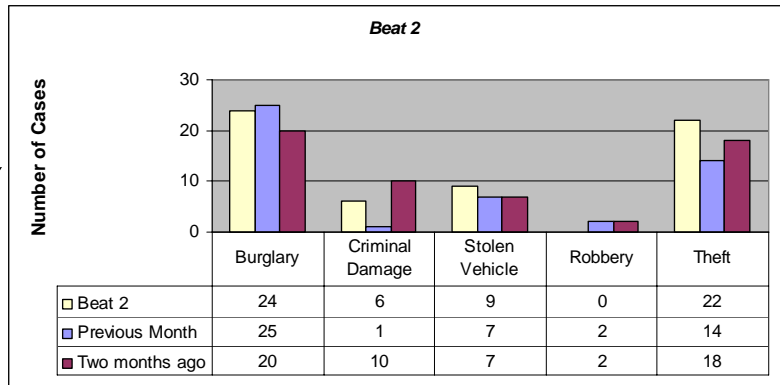
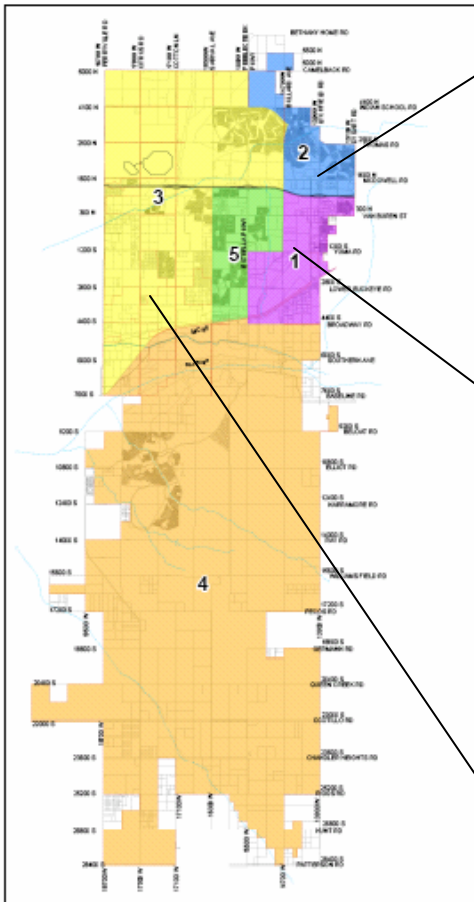
City Manager's Monthly Report September 2005



Police Department

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Police Beat Information

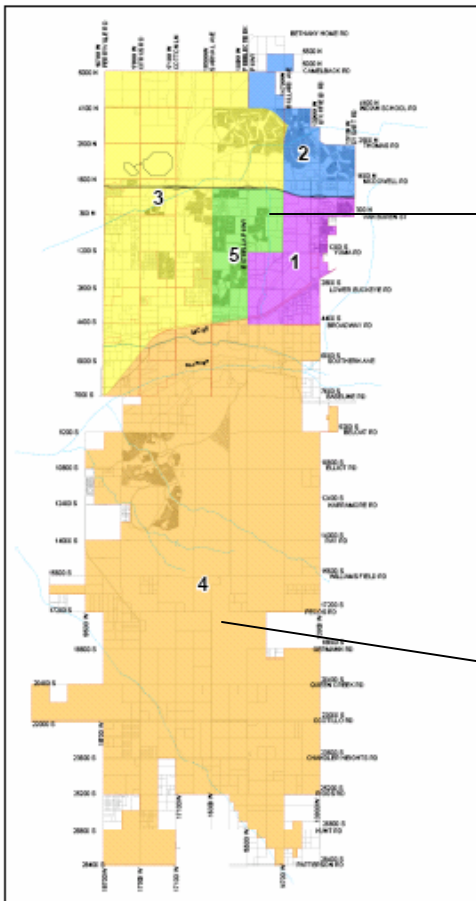


City Manager's Monthly Report September 2005



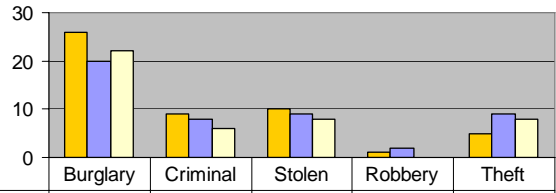
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Beat 5

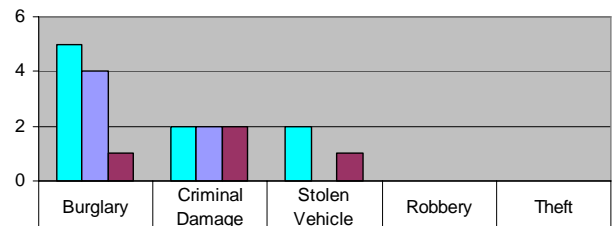
Number of Cases



	Burglary	Criminal	Stolen	Robbery	Theft
Beat 5	26	9	10	1	5
Previous Month	20	8	9	2	9
Two months ago	22	6	8	0	8

Beat 4

Number of Cases



	Burglary	Criminal Damage	Stolen Vehicle	Robbery	Theft
Beat 4	5	2	2	0	0
Previous Month	4	2	0	0	0
Two Months ago	1	2	1	0	0

*City Manager's
Monthly Report
September 2005*



Police Department

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Period Highlights

The Department of Justice Interoperability Project is almost complete. This will provide a common 'call' channel in every comm center in the valley that will allow the dispatchers to talk directly and immediately to each other during critical events like pursuits, officer initiated emergencies, comm center evacuations, etc. No patching of field units to this radio channel will be authorized. DOJ did purchase a few additional sets for a select few agencies in the valley to patch their units together (Glendale, Phx, Mesa, Tempe, MCSO). Additional funding has been requested through PSCC to equip all centers with the 'patch' channel.

The West Valley Radio Interoperability Project and West Valley Datasharing Initiative are both underway. The Radio Interoperability Project is in the vendor selection process. The Data Sharing Initiative meets monthly with key members of West Valley Agencies assisting Arizona State University West in finalizing and documenting needs and requirements for information sharing.

Detective Greg Garner attended the third Summit on Fraud Crimes October 3-4 in Las Vegas. The following topics were covered: Check fraud, forgery, hacking, mortgage fraud, credit bureaus, homeland security, skimming, phishing and farming, Nigerian fraud, identity theft and others.

The Police Department welcomed 3 new police recruits. Leah Ott, Bengt Erickson and Kory Miyazato were hired and began classes at the Police Academy.

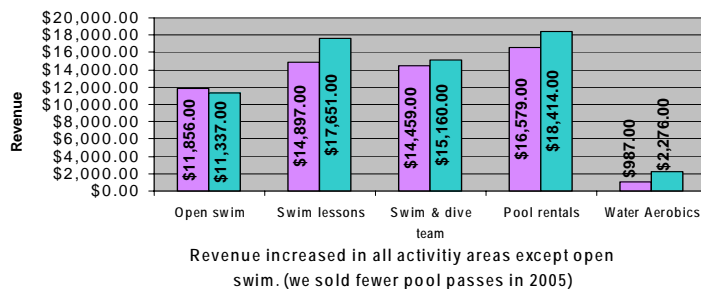
The second Citizen's Police Academy for 2005 began in September. The class roster is filled with 22 Goodyear citizens!

Another exam, another certification for Crime Analyst Susan Petty. Susan completed 14 months of study courses to receive a professional certification in Crime and Intelligence Analysis.

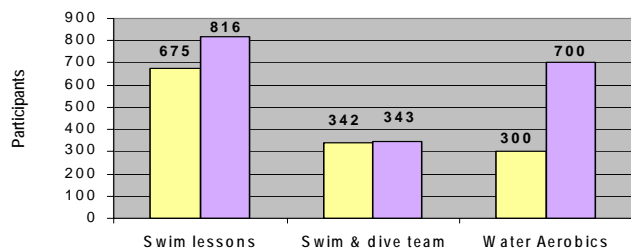
Proposed Off-Season Pool Schedule: September – May 05/06

Loma Linda Pool	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8 am to 12 pm						Scuba Lessons	Scuba Lessons
11:30 am to 1:00 pm	Open Swim	Open Swim	Open Swim	Open Swim	Open Swim		
12 to 5 pm						Open Swim	Open Swim
4 to 6 pm	Swim Lessons	Swim Lessons	Swim Lessons	Swim Lessons			
4:30 to 5:30 pm	Synchronized Swimming	Dive Lessons	Synchronized Swimming	Dive Lessons			
5:30 to 6:30 pm	Water Aerobics	Water Aerobics	Water Aerobics	Water Aerobics	Water Aerobics		
6 to 7 pm	Open Swim	Open Swim	Open Swim	Open Swim	Open Swim		

Loma Linda Pool Revenue Summer 2005



Loma Linda Pool Summer 2005

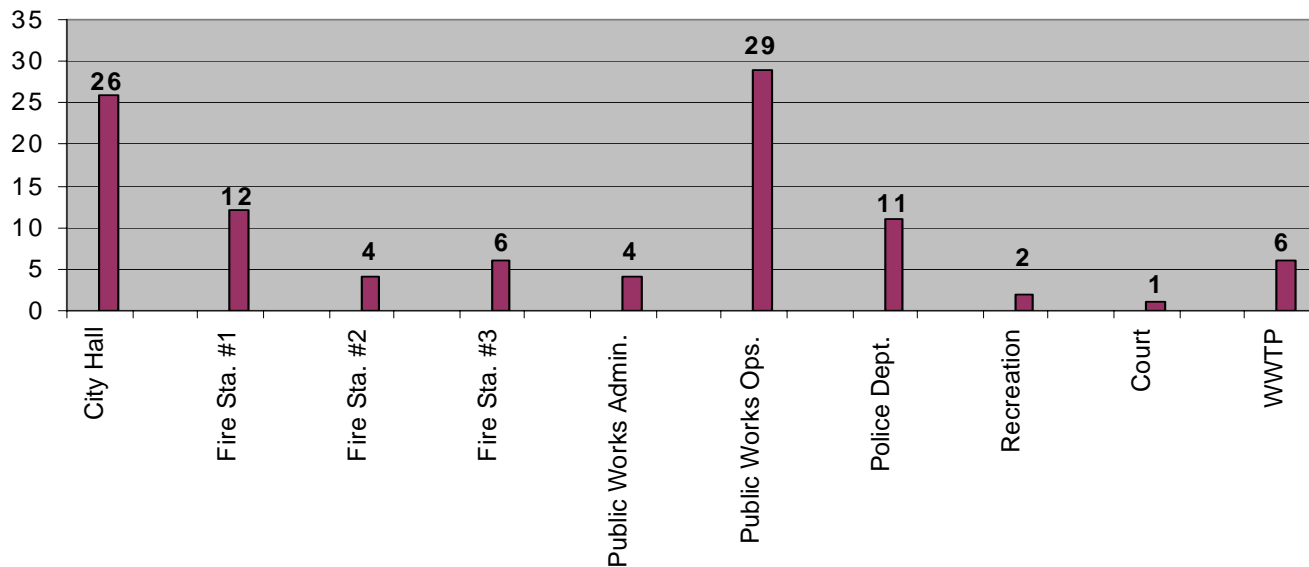


Pool participation increased in all areas from the 2004 season to the 2005 season.
Swim team increased by 1 (pool space is limited!)
Open swim increased by 325 participants to 14,169.

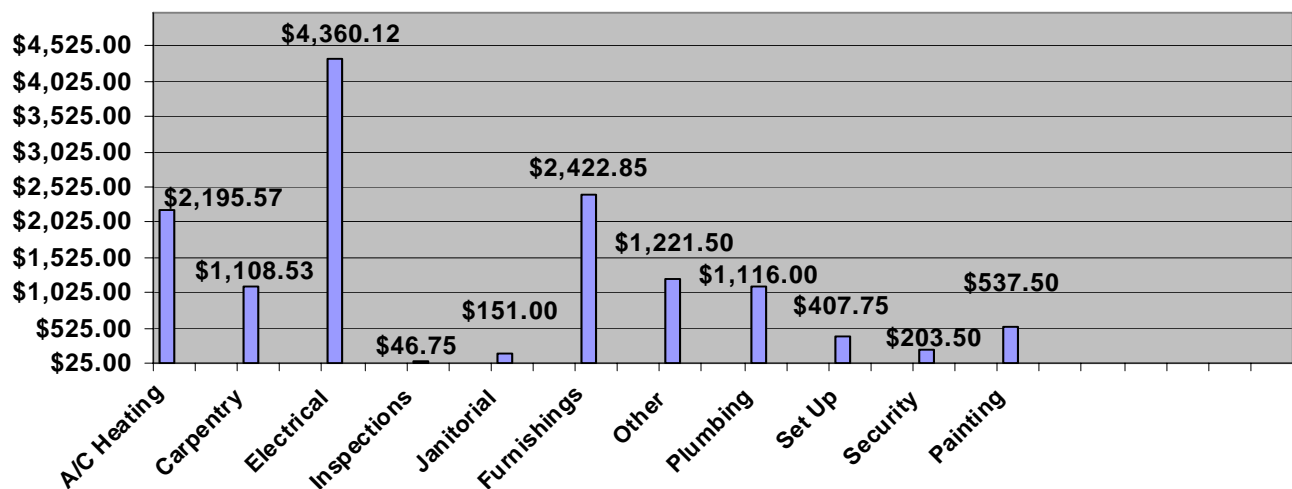
Loma Linda Pool

Currently, the City pool is only open during the summer months. During the fall and winter, the pool was heated to accommodate the West Side Silver Fins. However, now that the Silver Fins are swimming at the YMCA, the City has an opportunity to program classes and generate additional revenue during the off-season.

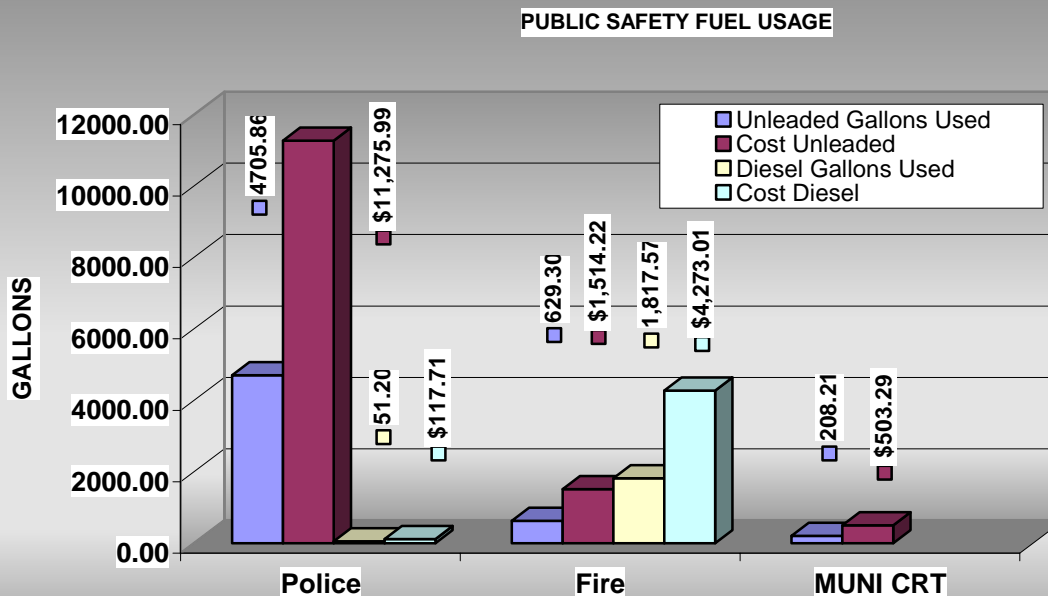
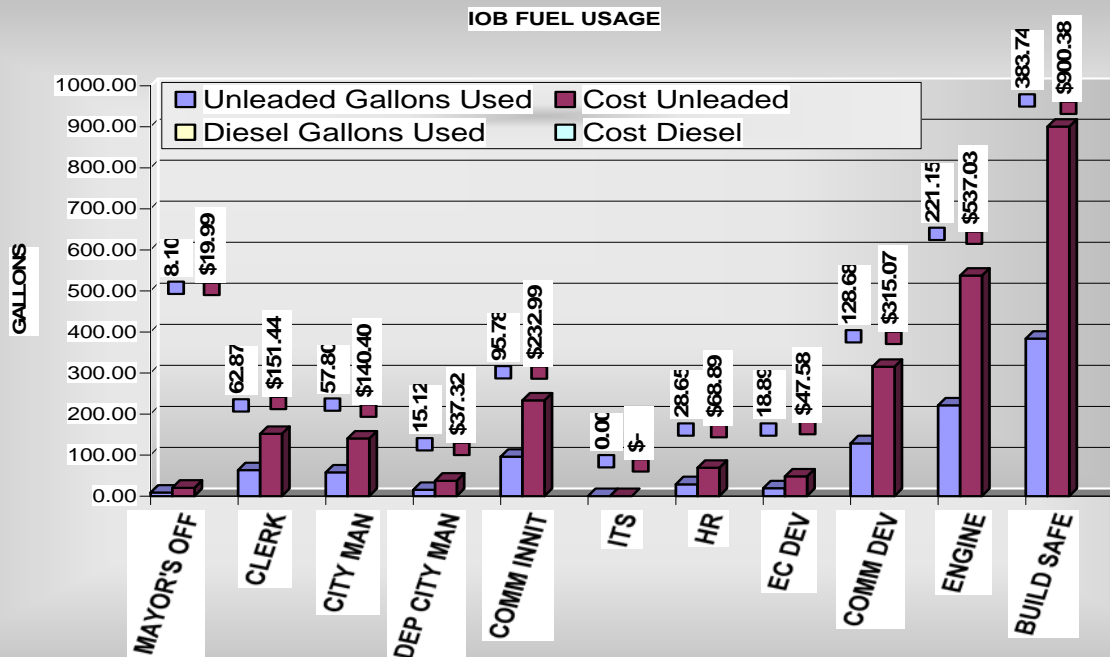
**Facilities Management Service Calls
September 2005
Total Completed: 104**



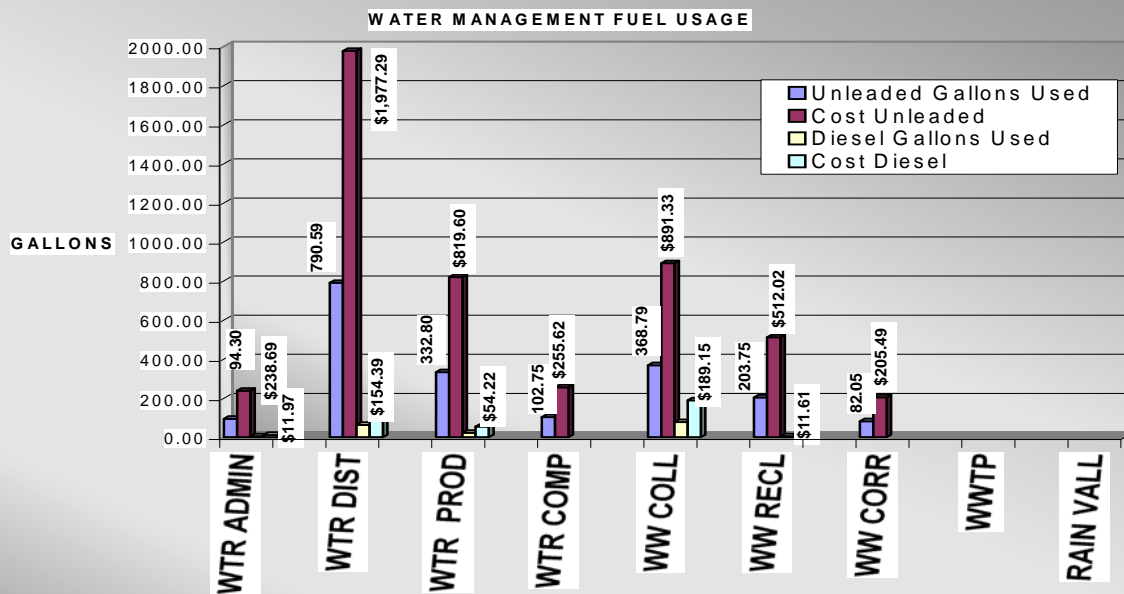
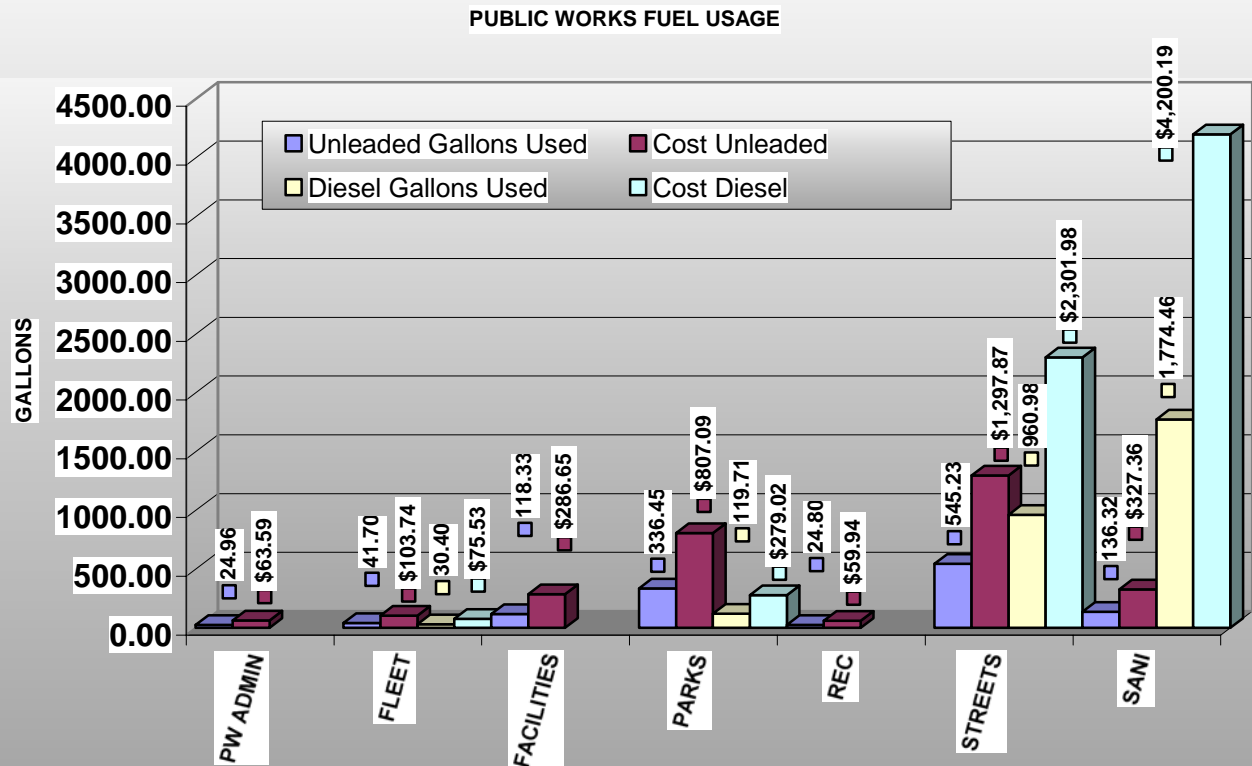
Service Calls - September 2005



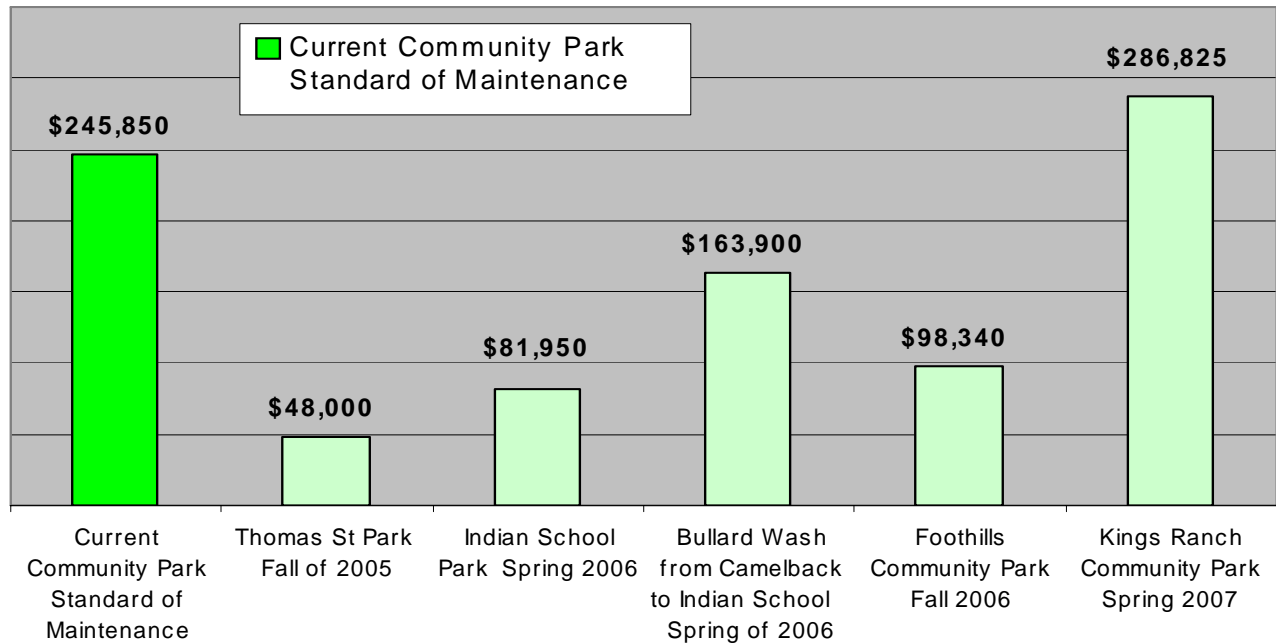
EQUIPMENT MANAGEMENT (FLEET)



EQUIPMENT MANAGEMENT (FLEET)

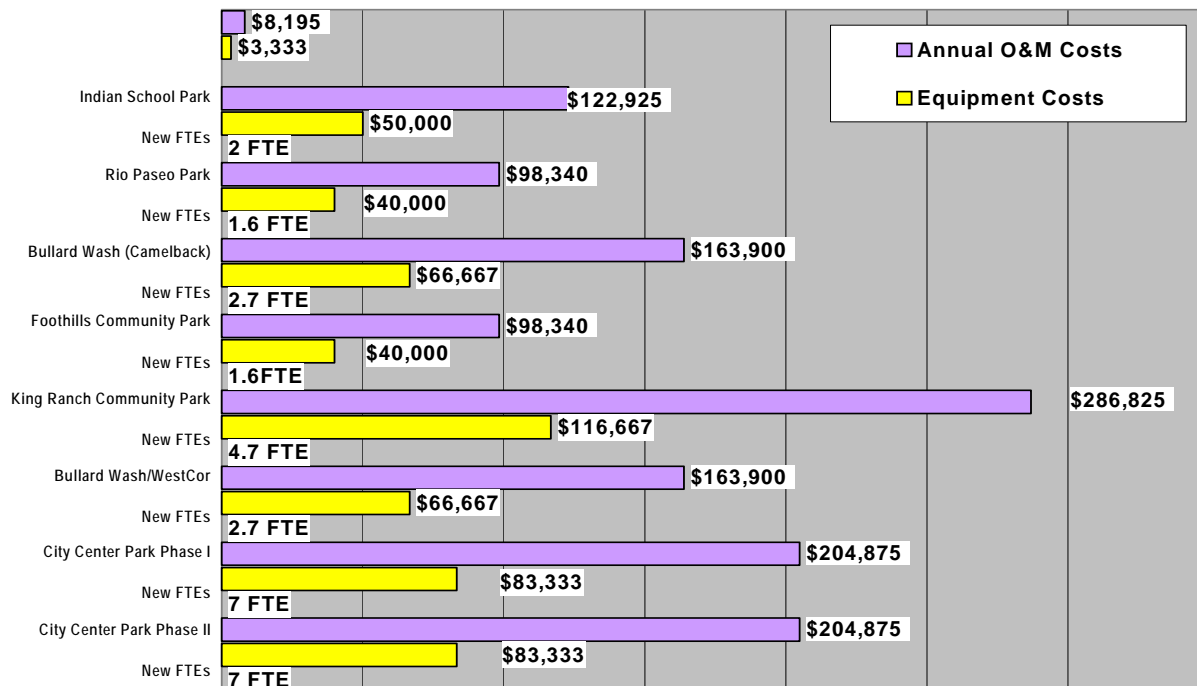


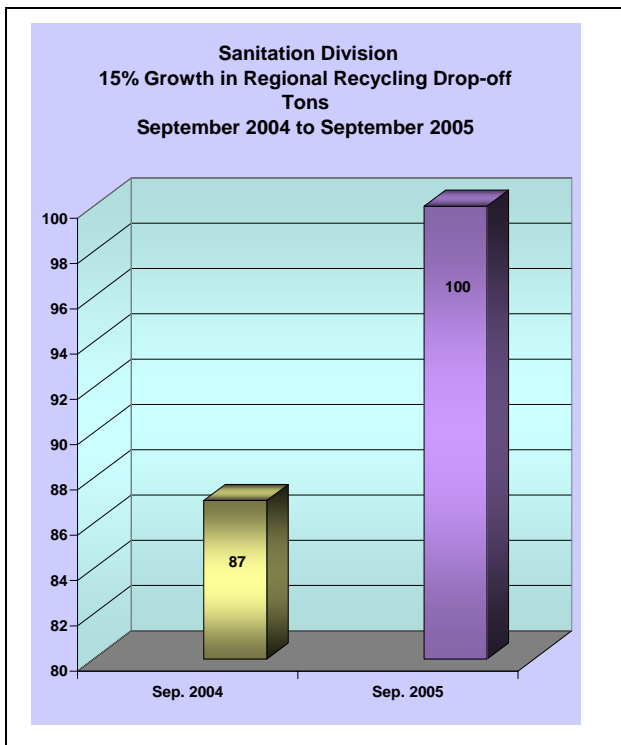
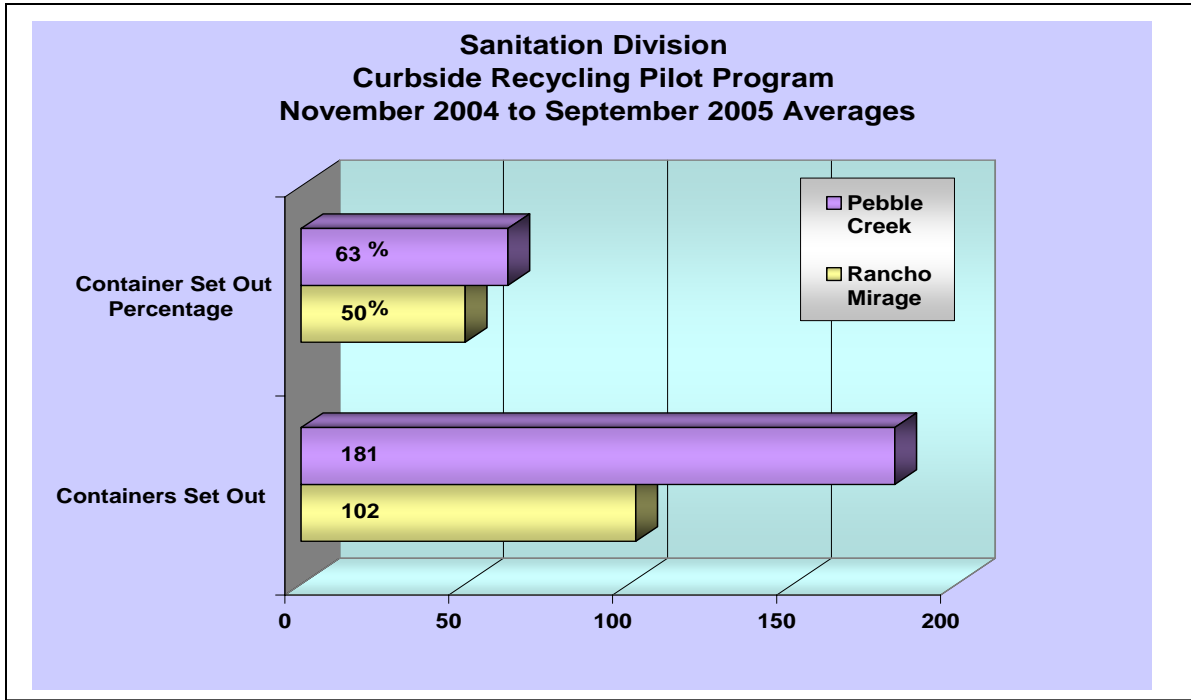
Average Annual Costs to Maintain New Parks



Current Standards: O&M/acre = \$8,195
Equipment Cost/acre = \$3,333
1 new FTE per 7.5 acres

New Parks: Annual O&M & Equipment Costs





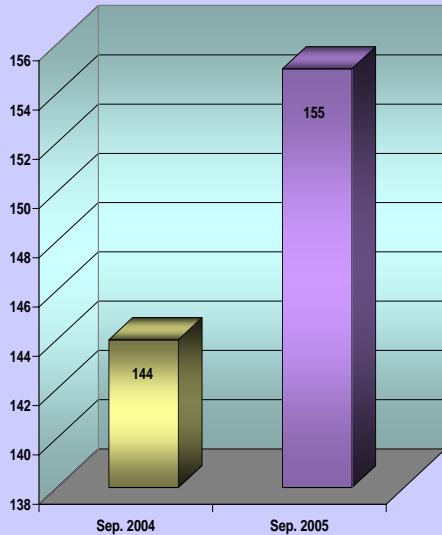
SWAC Update

Public Works staff has received over 75 comments and questions from the City website regarding the Solid Waste Advisory

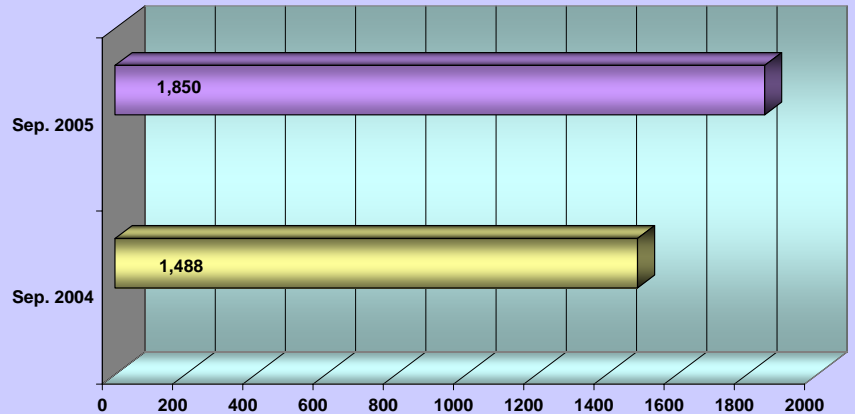
Committee's recommendations. The comments covered a wide variety of topics regarding potential changes to the sanitation program. A blanket reply was provided to all the emails, summarizing the potential changes to the program.

Public Works staff is meeting with Finance/Budget staff to review information regarding the financial analysis, as requested by the City Council. Staff expects to bring the financial analysis back to the Council in late October.

**Sanitation Division
8% Growth in Uncontained Tons
September 2004 to September 2005**



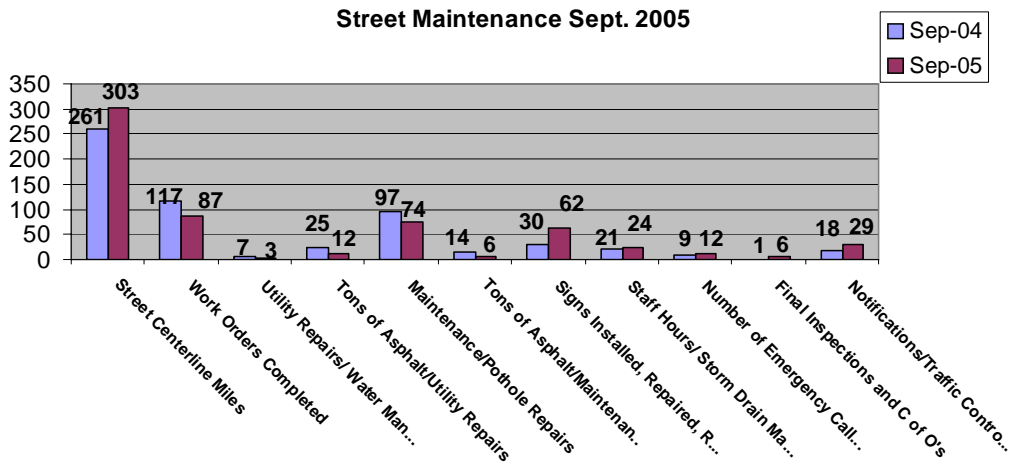
**Sanitation Division
24% Growth in Contained Tons
September 2004 to September 2005**



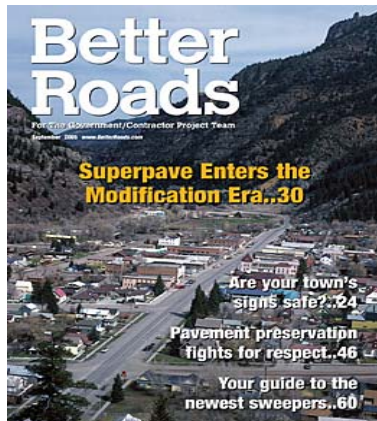
On September 12, Goodyear Sanitation staff met with the Kindergarten classes at Desert Star Elementary school to talk about how sanitation service keeps their City safe and clean. The invitation came from Miss Vicki Higgins at Desert Star Elementary, who wanted to highlight her chosen curriculum of, "Our Community," by having the kids learn more about how the City works. Since the kids just finished reading, "Trashy Town," Goodyear Sanitation crew gave the kids a presentation on recycling and how important it is to preserve our environment.



Street Maintenance Sept. 2005

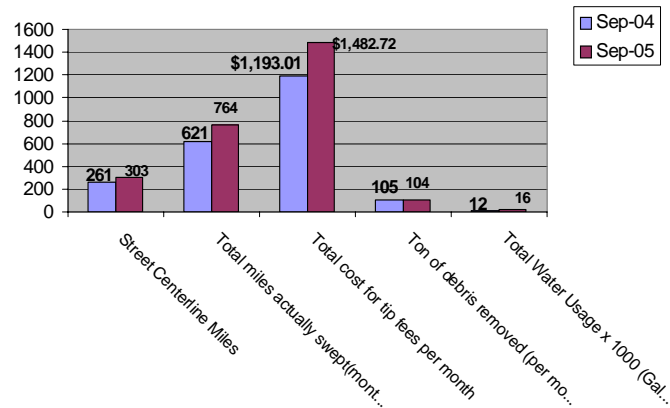


“Portable Signals Respond Fast, Solve Traffic Crunch”

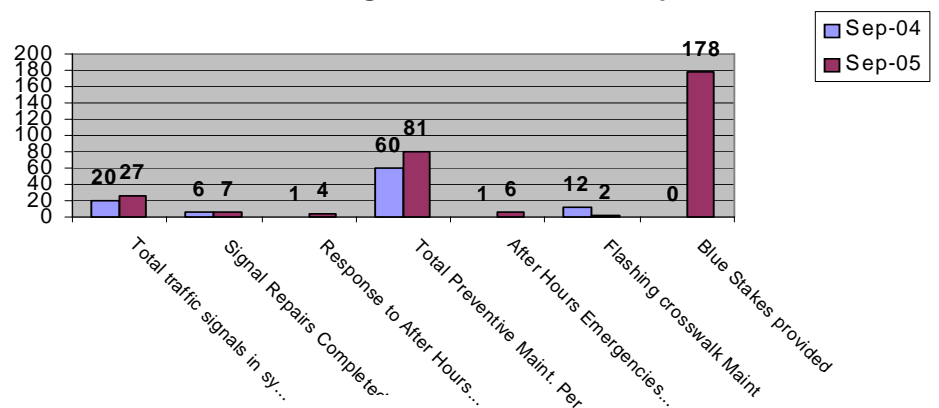


In the September issue of “Better Roads” magazine, the City’s effort to mitigate traffic congestion and promote safety at the intersection of I10 and Estrella Parkway is profiled. In particular, the magazine looks at the City’s approach to the problem through the use of temporary portable traffic signals.

Sweeper Operations Sept. 2005



Traffic Signal Maintenance Sept 2005



Water Management

Mission – Through the production, distribution, reclamation and reuse of essential water resources Goodyear Water Management will deliver quality water services that protect public health, support the environment and promote the economic vitality of the community.

STATISTICS

6 Departmental Areas:

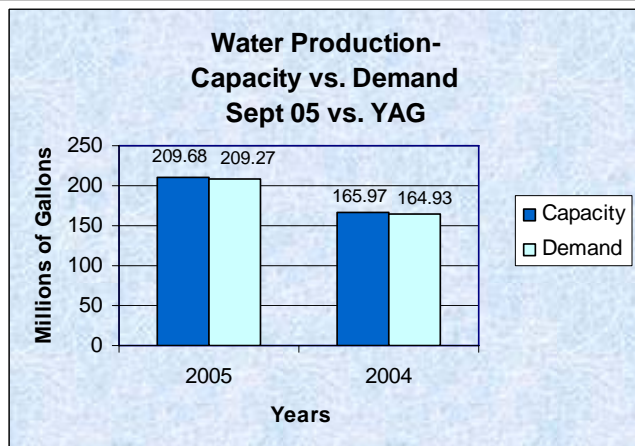
- Administration
- Environmental Compliance
- Collections and Distribution
- Production
- Reclamation
- Maintenance



Reclamation staff perform maintenance on the Centrifuge unit to keep it in top running form

WATER PRODUCTION

ACTIVITIES



- **Monthly production-capacity up 26.3% from YAG (City production only)**
- **Monthly demand up 26.9% from YAG**
- **LPSCO water interconnect** usage was 31.2 million gallons for the month. **2004** usage was at 26.5 million gallons. **Water purchased up 18% from YAG**



BRINE FLOWS (by-product of RO water treatment)

- Well 12 –4 million gallons
- Centerra Well – 13 million gallons.

BIOSOLIDS (solid produced by wastewater treatment)

- 521,189 gallons of wastewater dewatered by Centrifuge
- 57.6 tons of dry sludge produced by Centrifuge

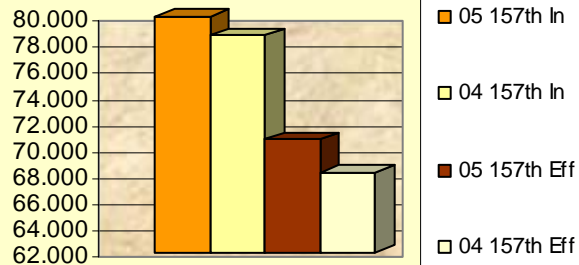
*City Manager's
Monthly Report
September 2005*

Water Management

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157th Ave. WRF

Million
Gallons



**Permitted
Capacity**

3.0 mgd

Avg. Daily Flow

2.6 mgd

**Remaining
13%**

Under permitted
Capacity

Maximum daily flow: unavailable

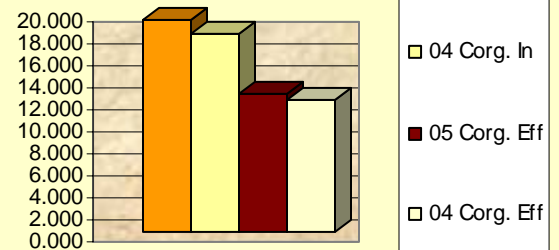
*mgd – Million Gallons per Day

*In = Influent & Eff = Effluent

** Estimated total influent - Influent meter went down during heavy rains. Currently out for repairs.

Corgett WRF

Million
Gallons



**Permitted
Capacity**

0.8 mgd

Avg. Daily Flow

.64 mgd

**Remaining
20%**

Under permitted
Capacity

Maximum daily flow 1.23

*In = Influent Eff = Effluent

DISTRIBUTION

Metric change from same month last year:

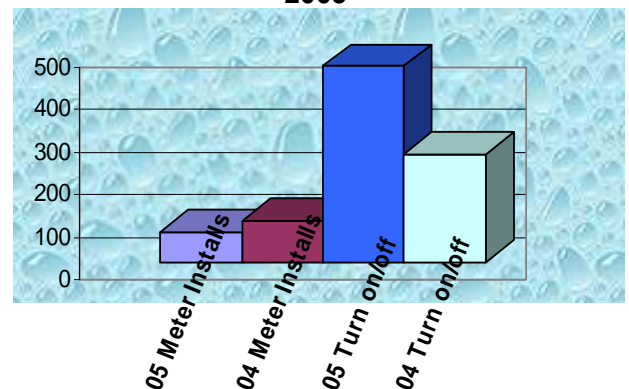
	Sept 05	Sept 04	Change
Turn on/off's	462	256	+77%
Meter Installs	73	97	-25%
Daily Reads	744	336	+121%
Monthly Meter Reads	10,100	7671	+32%
Blue Staking	378	786	-52%
Fire Hydrant Repair	3	0	
Fire Hydrant PM*	12	0	
Valve Repair & PM*	83	0	

FY 05/06 Distribution Facts

- 226 Miles of Water Line
- 2053 Fire Hydrants
- 5164 Valves
- 465 Backflow Devices monitored

*PM = Preventative Maintenance Program

Distribution Metrics for September 2005



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Distribution: Service line breaks: Two service line breaks (between the water main and the meter) occurred during the month of August in Historic/Old Town Goodyear. Crews additionally replaced three valves (two – 6" and one – 4") that were broken in Historic Goodyear. Valves are a critical component of the isolation of the distribution system. When the valves are operational, fewer customers need to be affected at any given time during water shut downs.

Blue Staking Program: Water Management now receives bluestakes through the Irthnet program which is a web-based program that allows its users to receive, view, sort, and complete tickets via computer. The site is maintained by the Arizona Blue Stake Center and incurs no additional cost for current members of the Blue Stake program. The system allows for responses and notes to be added to a ticket and time stamps the ticket when the response is completed. After the tickets are completed and responded to they are saved electronically by the Blue Stake Center and archived there for three years. The user has the ability to add or delete service areas which ensure that appropriate notification is being sent and that tickets outside the City limits are not received which lowers the overall cost to the City. The Department is awaiting a lap top computer that can be used in the field to receive and respond to all bluestake requests. This system will increase department efficiencies as they relate to the bluestake program.